C-17 (WSDC: DTF)
WSSM : Mark Witt

Aviation Lead Center
Customer & Weapon System Focused Metrics

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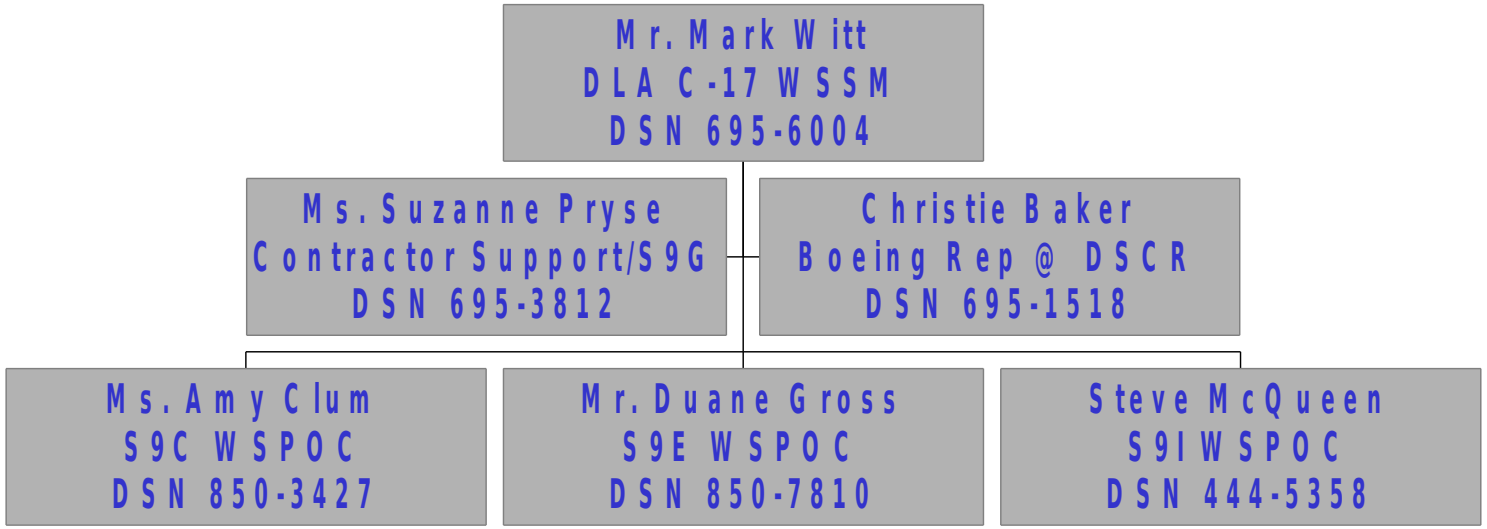
AVIATION LEAD CENTER



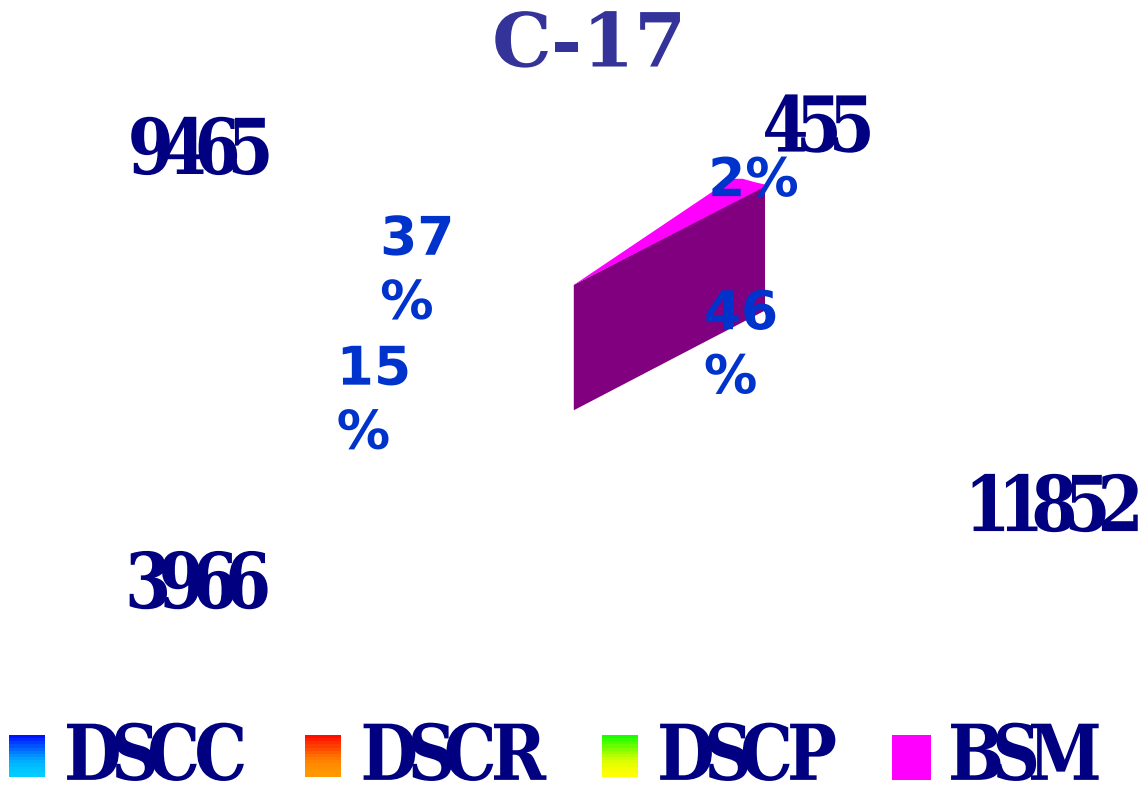
C-17 GLOBEMASTER III (WDSC - DTF) DODAAC TABLE

SPD: COL Janet C. Wolfenbarger, USAF
SSM: COL (S) Madeline F. Lopez, USAF

OPERATIONAL BASES		ALC AIR-FRAME	
DODAAC	LOCATION	DODAAC	LOCATION
FB4418	Charleston	EY1213	F-77/WRALC Partnership
FB4419	Altus	EY1746	BASC
FB4479	McChord	EY9688	Long Beach Production
FB4484	McGuire	FB2065	Warner Robins ALC
FB6242	Jackson		
DUKF54	Brize Norton		
DUKF5V	Brize Norton		

30 DODAACs Removed from Database in APR 04 Produced Major Effect on Following Metrics

NSNs MANAGED AUG 04
SOURCE: DLA PORTAL



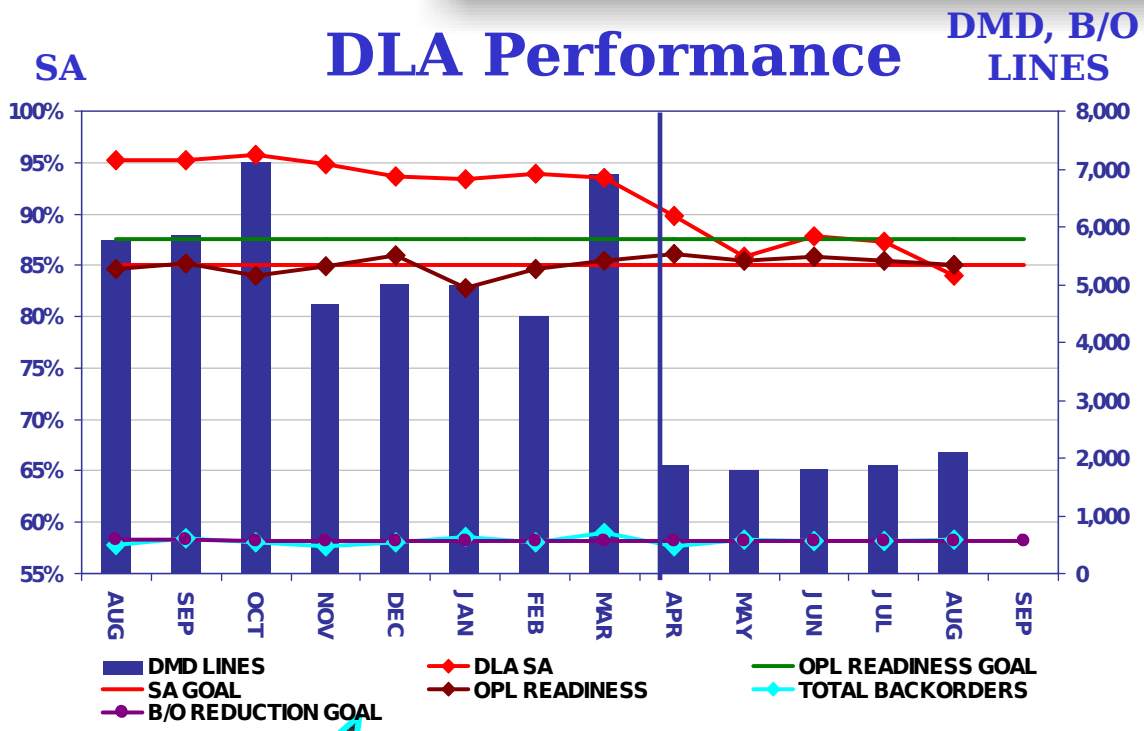
TOTAL NSNs: 25,283 NSNs
(BSM NSNs Are Excluded From These Metrics)

C-17 (DTF)

BO GOAL IS BASED ON 5% REDUCTION

Mark Witt

DLA Performance



ISSUE:

- **Failed M/C Rate**

DISCUSSION:

- **TNMCS RATE =5.1%**
- **TNMCM RATE = 11.4%**
- **DLA MICAP INCIDENTS = 81**
- **DLA MICAP HOURS = 6,504**

ACTION:

- **WSST Working Top Drivers And Site Activations**

TNMC's Rate Is Great!

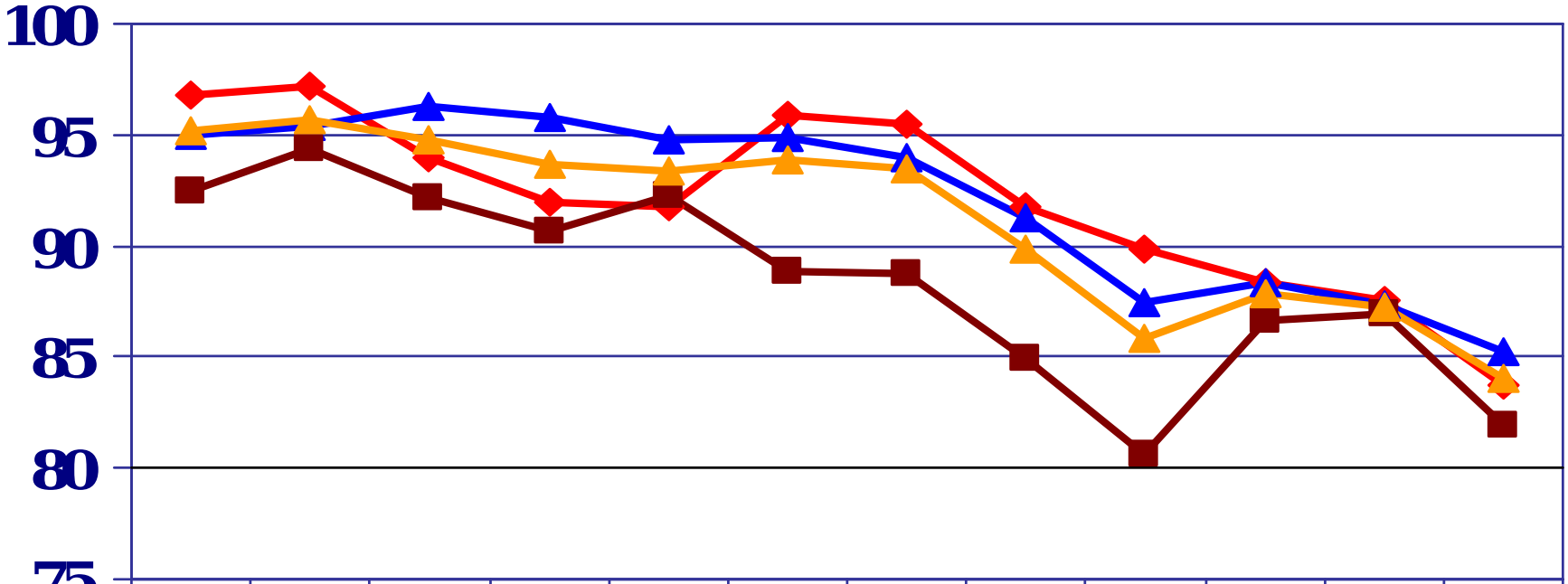
READINESS CRITERIA

	SA	MC
GOAL	85.0 %	87.5%
ACTUA	84.0 %	85.1%

Source: CFM WEB PORTAL

CUSTOMER FOCUSED METRICS
SUPPLY AVAILABILITY

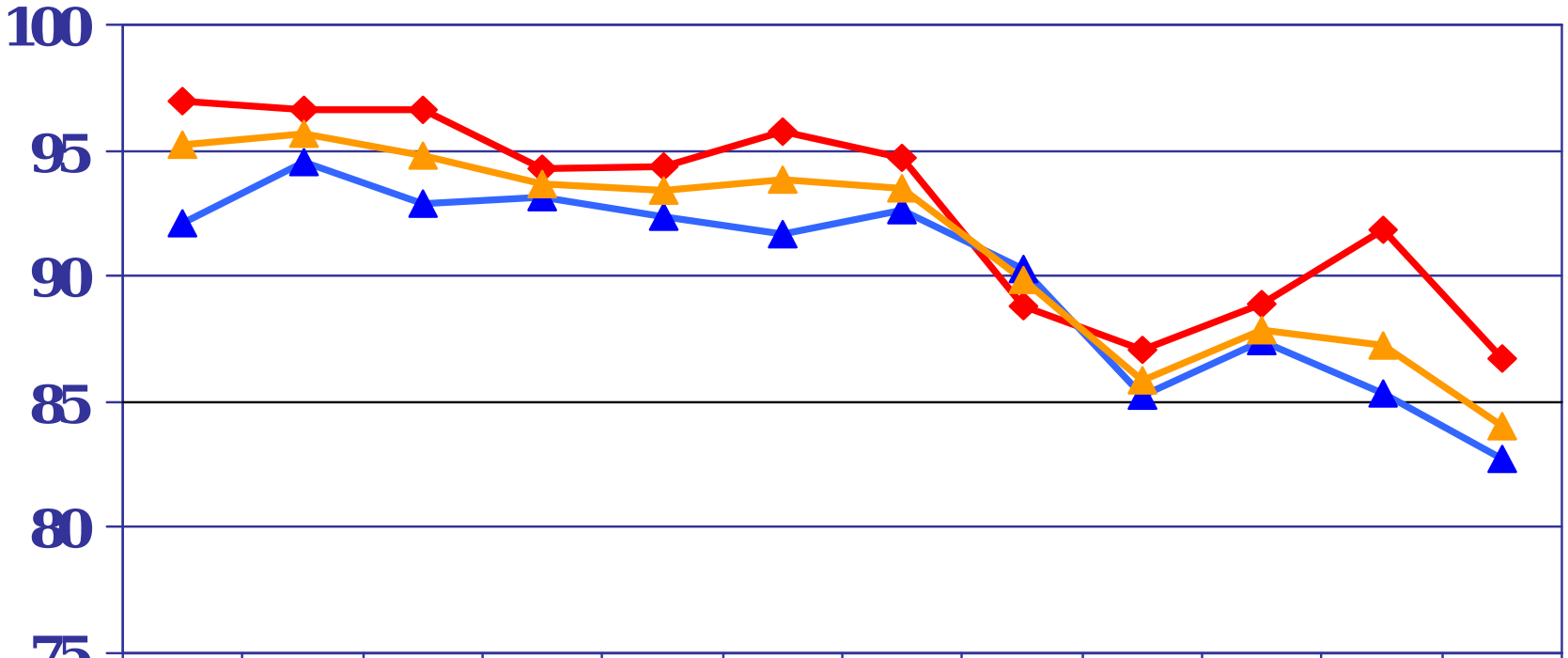
C-17 DLA TOTAL



	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
DSCC	96.8	97.2	94.0	92.0	91.8	95.9	95.5	91.7	89.9	88.4	87.5	83.8
DSCP	95	95.4	96.3	95.8	94.8	94.9	94	91.3	87.5	88.4	87.4	85.2
DSCR	92.5	94.4	92.2	90.7	92.3	88.8	88.8	85.0	80.7	86.7	86.9	82.0
DLA	95.2	95.7	94.8	93.7	93.4	93.9	93.5	89.8	85.9	87.8	87.3	84.0

CUSTOMER FOCUSED METRICS
SUPPLY AVAILABILITY

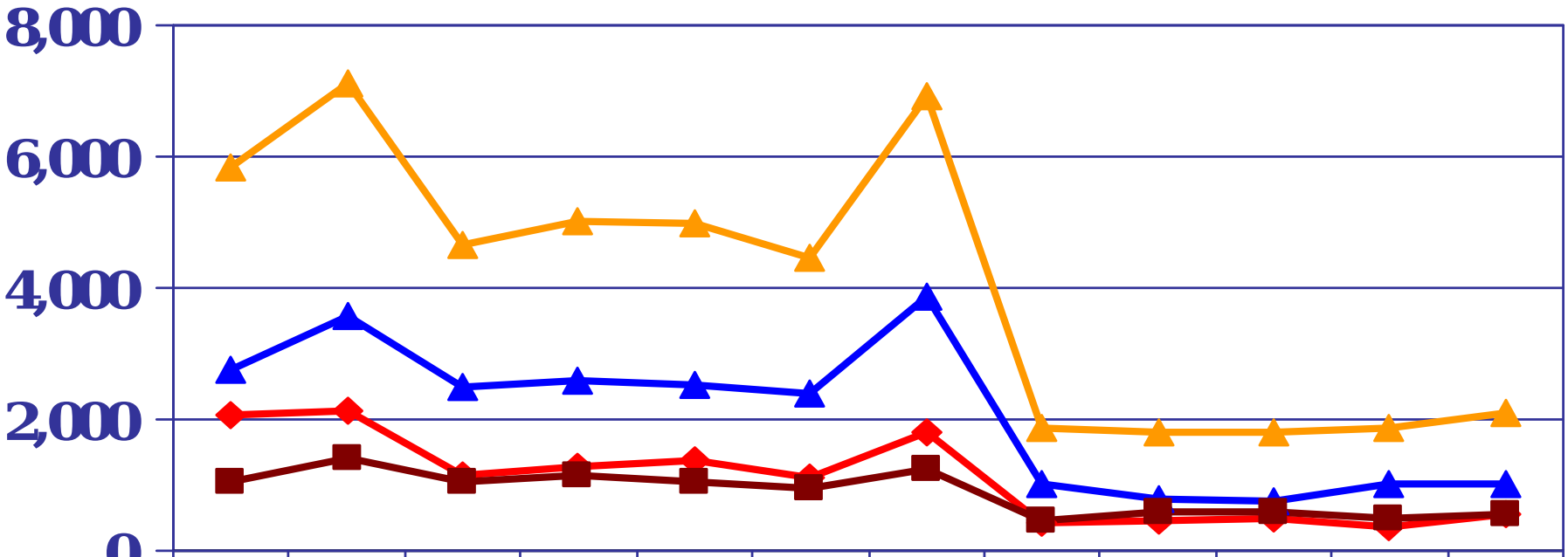
C-17 BY CUSTOMER SEGMENT



	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Depot	97.0	96.6	96.6	94.3	94.4	95.8	94.7	88.8	87.1	88.9	91.9	86.7
Operational	92.1	94.5	92.9	93.1	92.4	91.7	92.6	90.2	85.3	87.4	85.4	82.7
DLA Total	95.2	95.7	94.8	93.7	93.4	93.9	93.5	89.8	85.9	87.8	87.3	84.0

CUSTOMER FOCUSED METRICS DEMANDS BY ICP

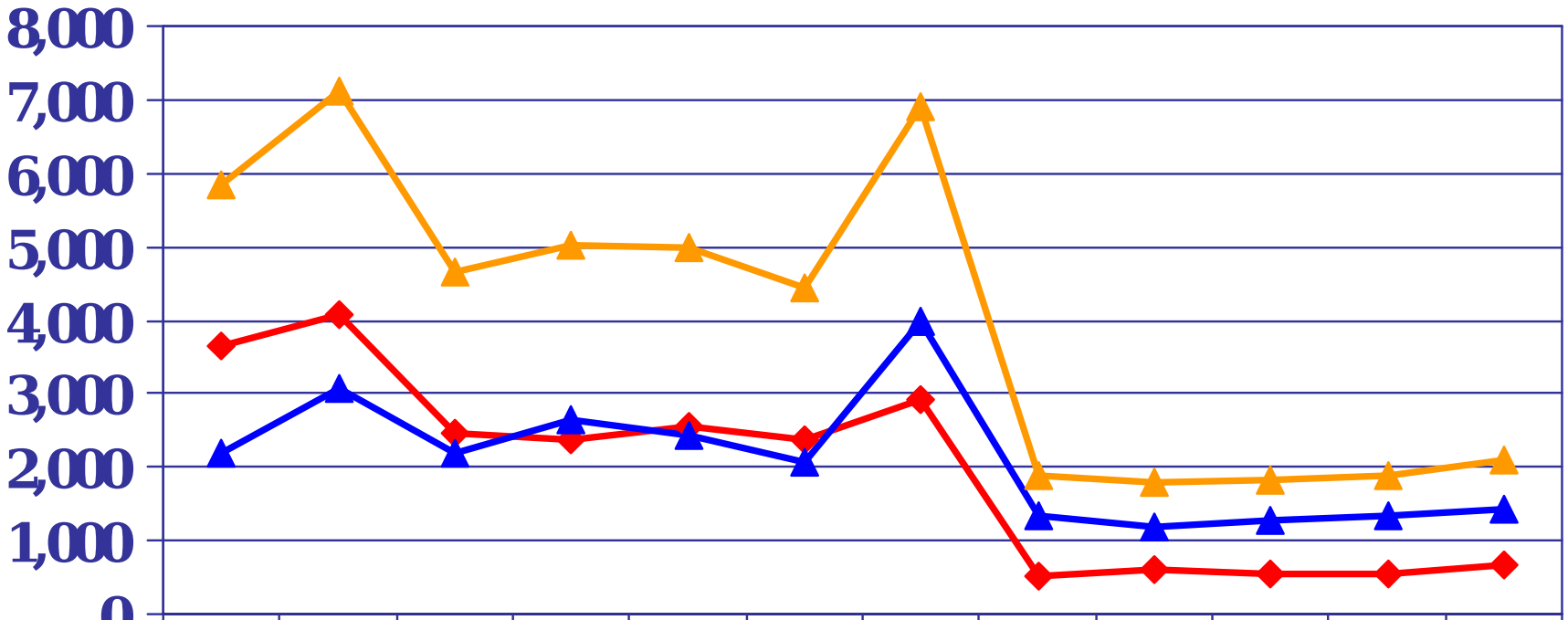
C-17 TOTAL



	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
DSCC	2,054	2,136	1,140	1,283	1,383	1,111	1,798	411	444	481	368	548
DSCP	2,755	3,572	2,481	2,576	2,529	2,383	3,877	1,001	781	747	1,020	1,001
DSCR	1,041	1,418	1,034	1,155	1,065	959	1,245	466	574	586	490	543
DLA	5,850	7,126	4,655	5,014	4,977	4,453	6,920	1,878	1,799	1,814	1,878	2,092

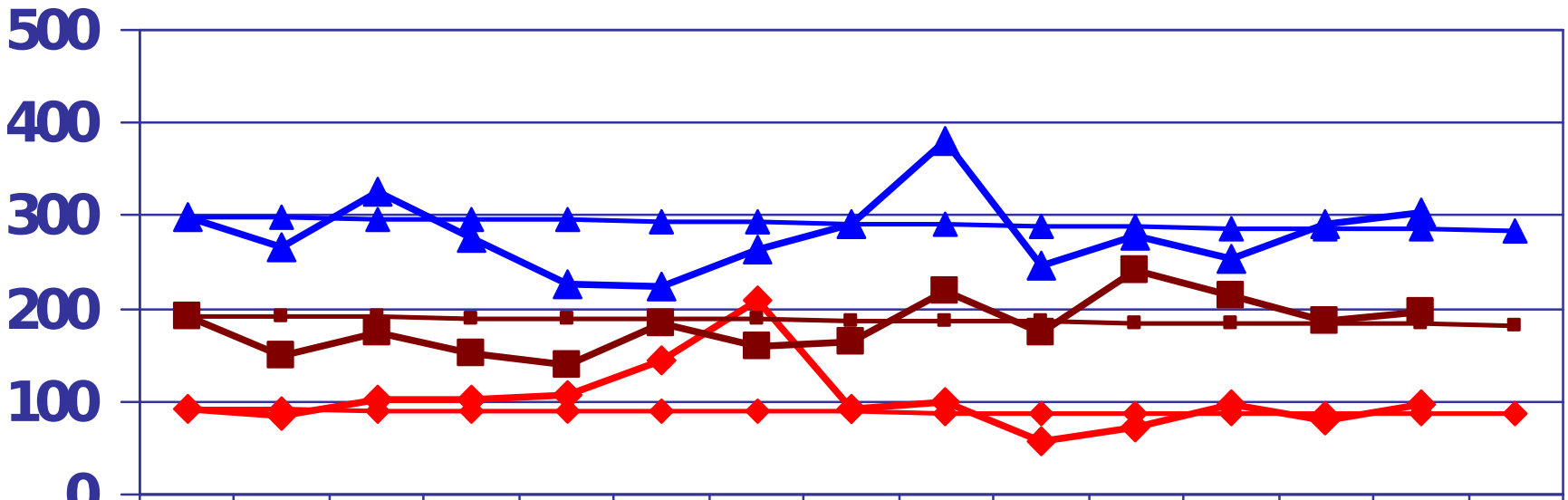
CUSTOMER FOCUSED METRICS DEMAND PATTERN

C-17 BY CUSTOMER SEGMENT



	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Depot	3,663	4,062	2,457	2,376	2,550	2,378	2,923	525	604	539	552	655
Operational	2,187	3,064	2,198	2,638	2,427	2,075	3,997	1,353	1,195	1,275	1,326	1,437
DLA Total	5,850	7,126	4,655	5,014	4,977	4,453	6,920	1,878	1,799	1,814	1,878	2,092

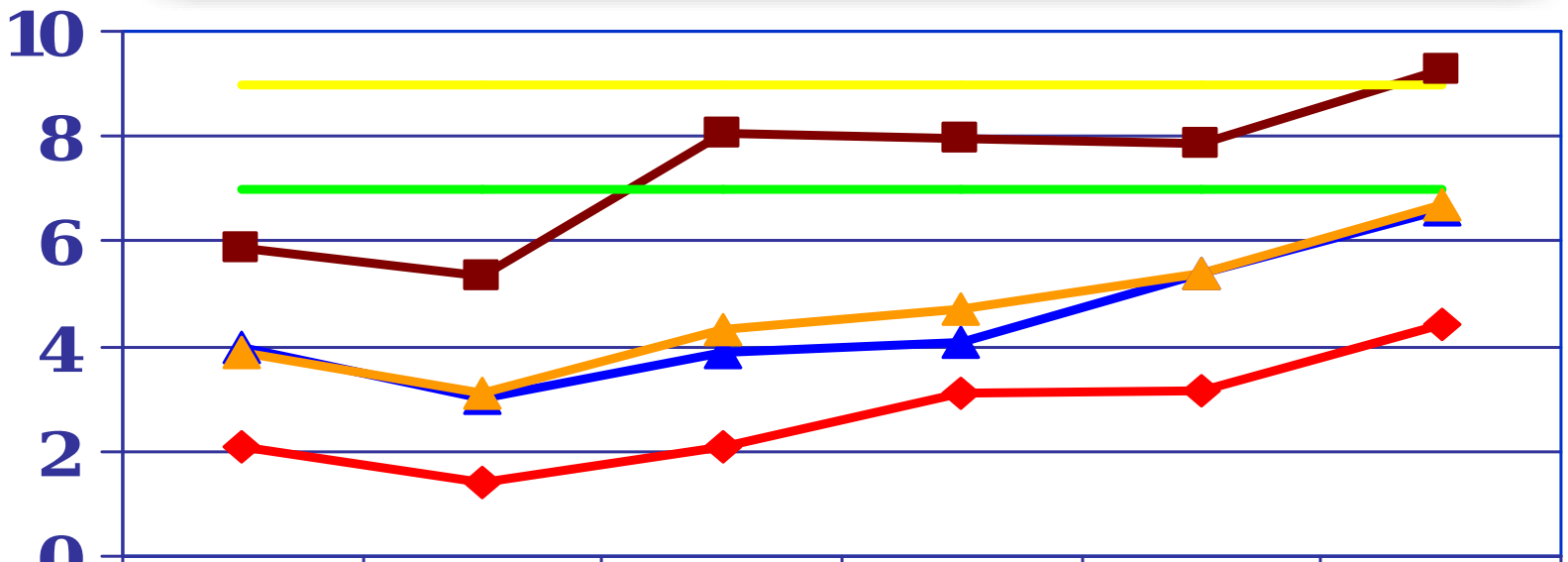
C-17 BACKORDER REDUCTION GOALS BY ICP



	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
DSCC	91	85	102	103	106	144	209	93	100	56	73	96	80	97	
DSCC GOAL	91	91	90	90	90	89	89	89	88	88	88	87	87	87	86
DSCP	299	266	325	276	227	225	263	290	381	246	278	253	290	303	
DSCP GOAL	299	298	297	296	295	294	293	292	290	289	288	287	286	285	284
DSCR	192	150	175	151	139	183	158	164	220	174	241	214	187	197	
DSCR GOAL	192	191	191	190	189	189	188	187	187	186	185	184	184	183	182

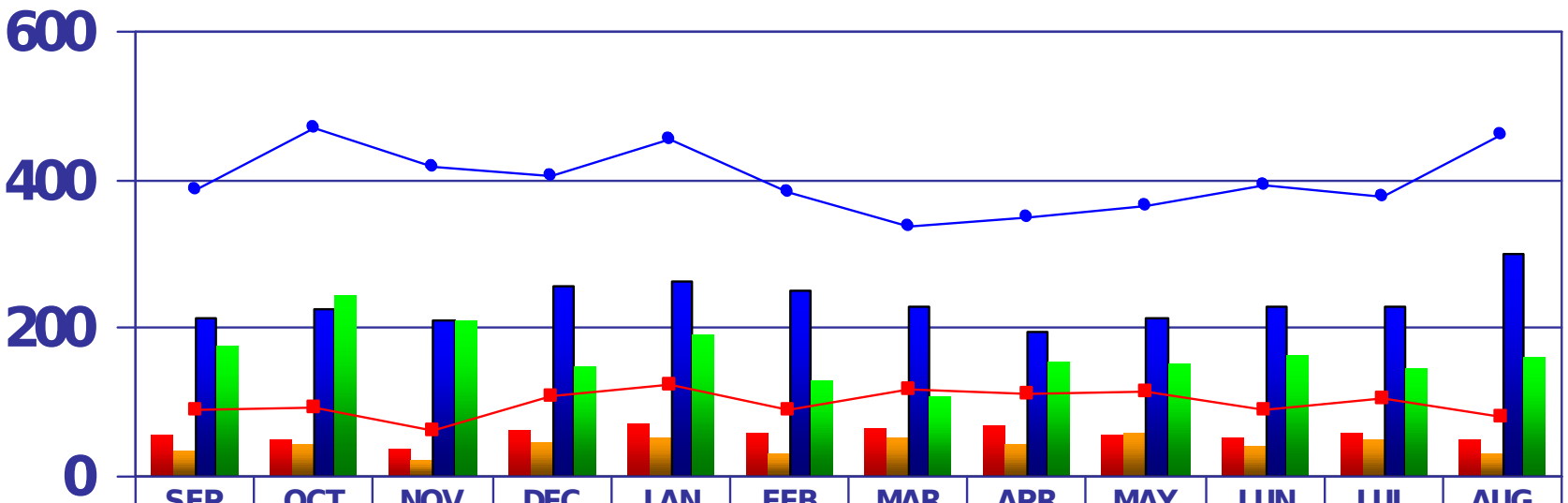
Source: CFM WEB PORTAL

C-17 BACKORDER INDEX



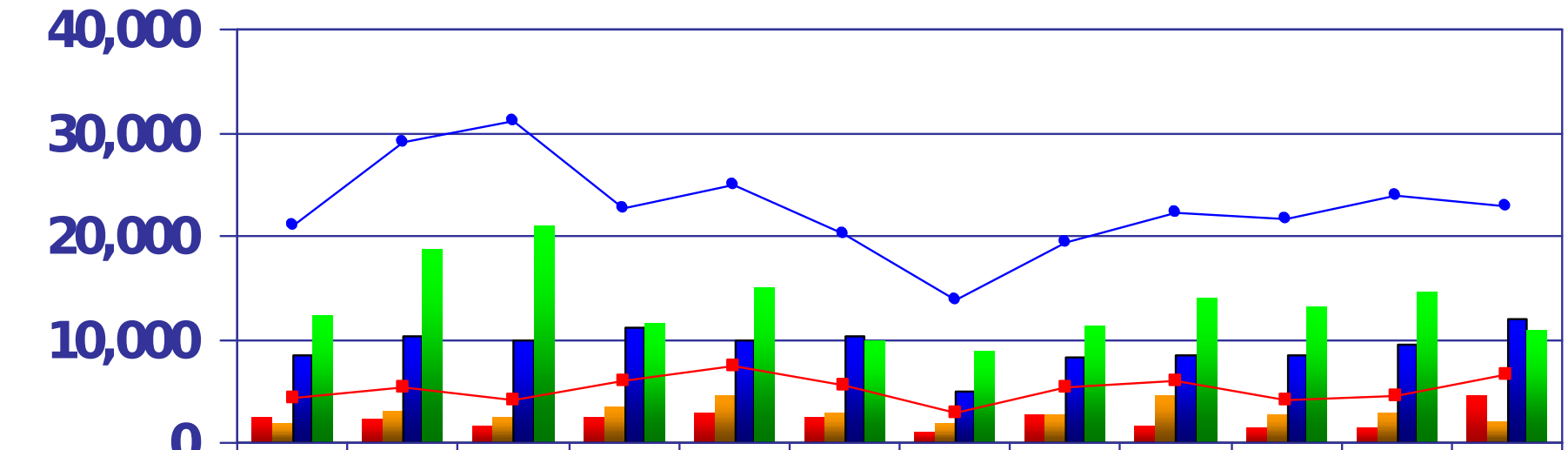
	MAR	APR	MAY	JUN	JUL	AUG
DSCC	2.07	1.43	2.08	3.10	3.16	4.41
DSCP	4.00	3.02	3.87	4.07	5.38	6.62
DSCR	5.86	5.35	8.07	7.96	7.88	9.28
DLA	3.87	3.11	4.33	4.69	5.41	6.71
UCL Yellow	9	9	9	9	9	9
Goal Green	7	7	7	7	7	7

C-17 ACCUMULATED MICAP INCIDENTS



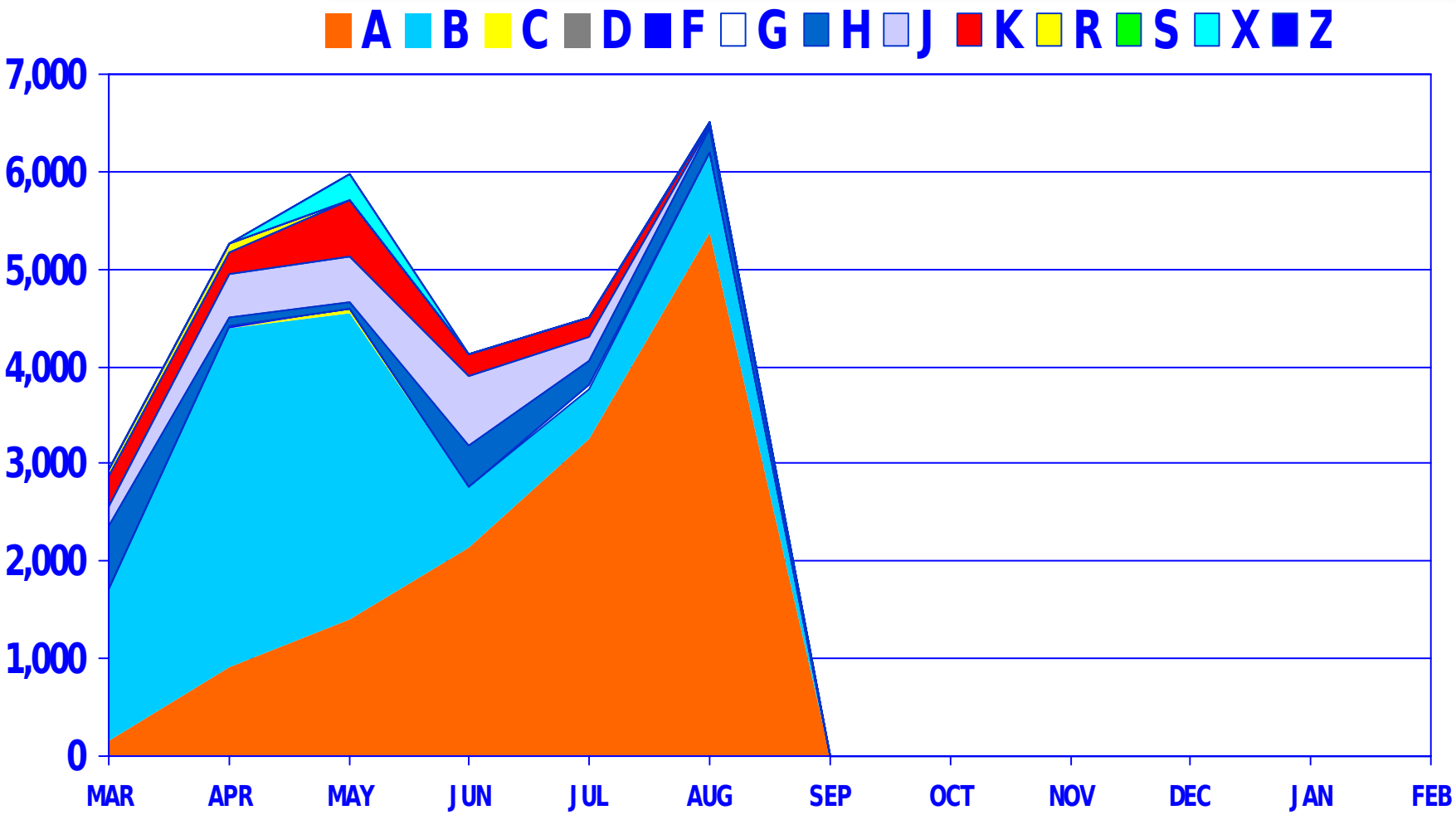
	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
DLA NMCS	55	50	38	61	70	58	66	67	55	52	58	49
DLA PMCS	34	44	23	46	54	32	53	44	59	39	48	32
AF NMCS	212	225	209	256	262	252	229	195	214	229	230	299
AF PMCS	175	244	209	150	193	130	108	155	152	164	146	162
DLA TOTAL	89	94	61	107	124	90	119	111	114	91	106	81
AF TOTAL	387	469	418	406	455	382	337	350	366	393	376	461

C-17 ACCUMULATED MICAP HOURS

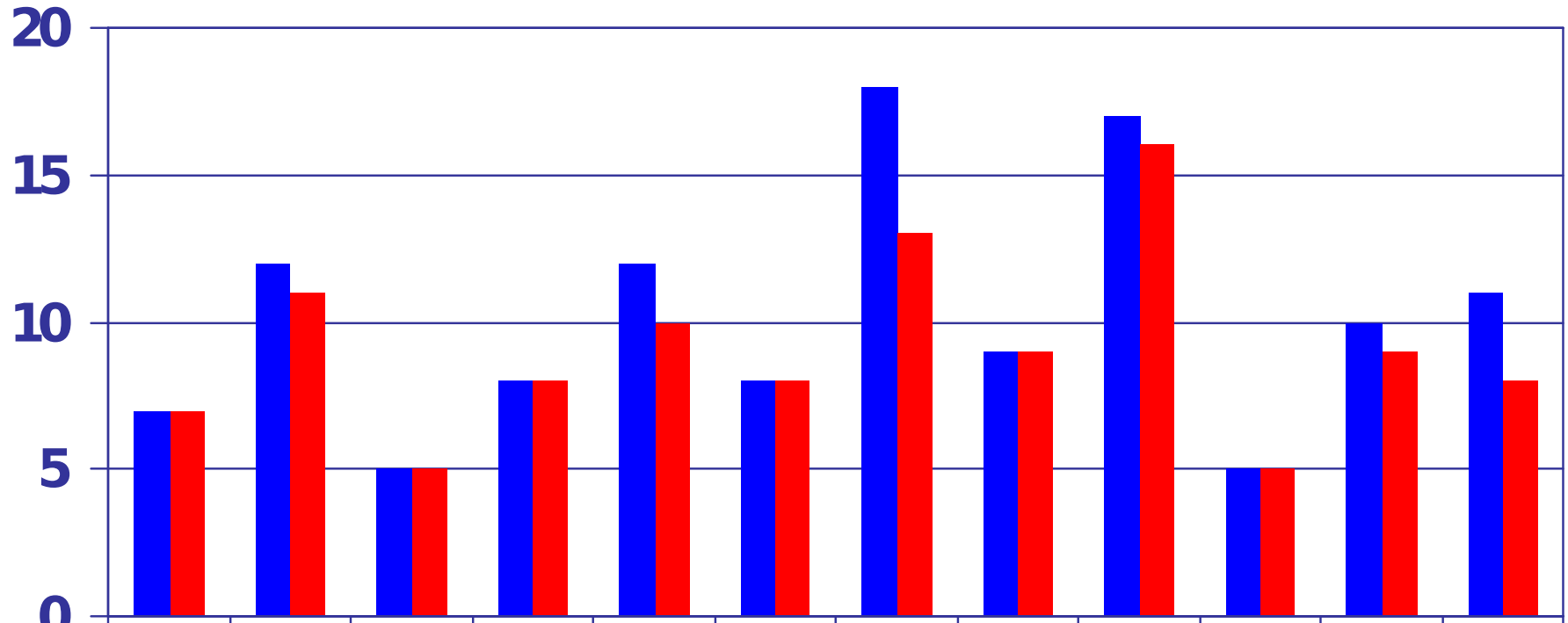


	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
DLA NMCS	2,502	2,368	1,615	2,436	2,875	2,509	1,121	2,645	1,548	1,479	1,532	4,459
DLA PMCS	1,869	3,081	2,574	3,518	4,575	2,958	1,826	2,616	4,434	2,637	2,979	2,045
AF NMCS	8,534	10,220	9,978	11,100	9,843	10,214	4,928	8,152	8,378	8,491	9,420	11,986
AF PMCS	12,428	18,787	21,068	11,532	15,142	9,914	8,850	11,311	13,947	13,252	14,551	10,831
DLA TOTAL	4,371	5,449	4,189	5,954	7,450	5,467	2,947	5,261	5,982	4,116	4,511	6,504
AF TOTAL	20,962	29,007	31,046	22,632	24,985	20,128	13,778	19,463	22,325	21,743	23,971	22,817

C-17 MICAP HOURS
By Cause Codes

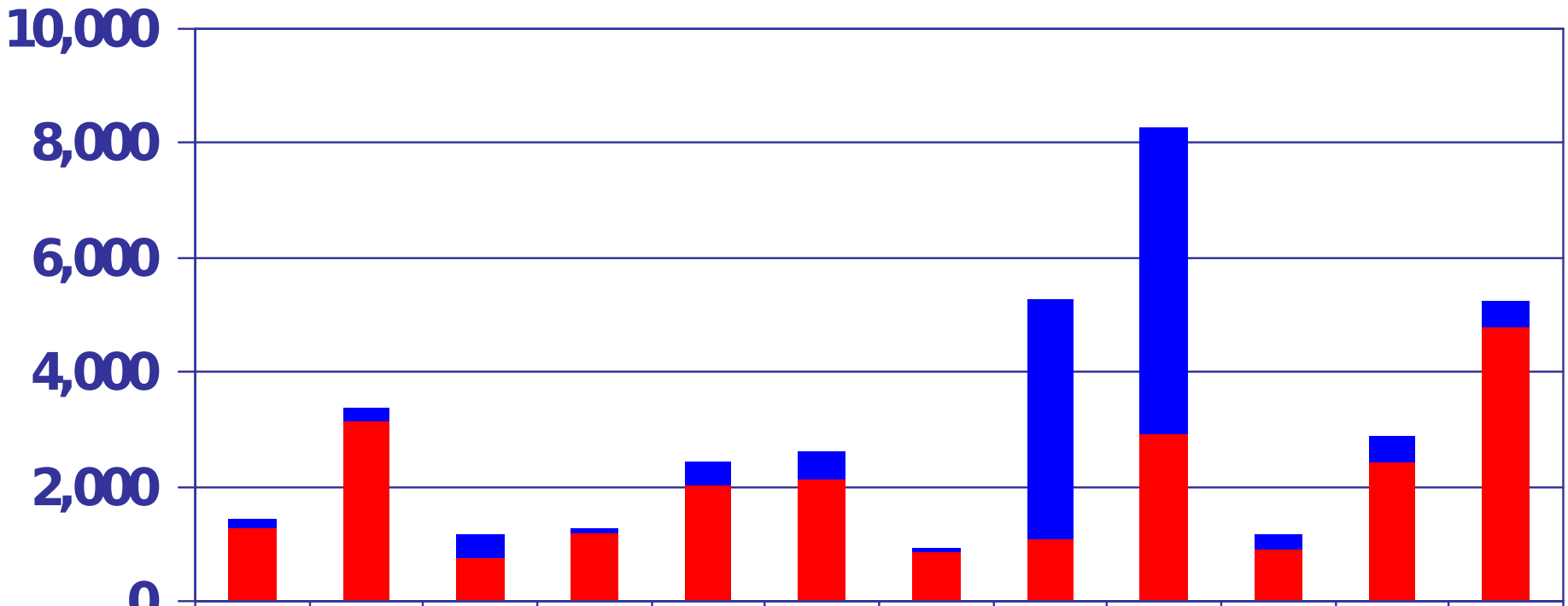


C-17 DLA OPEN MICAP NSNs & B/O LINES



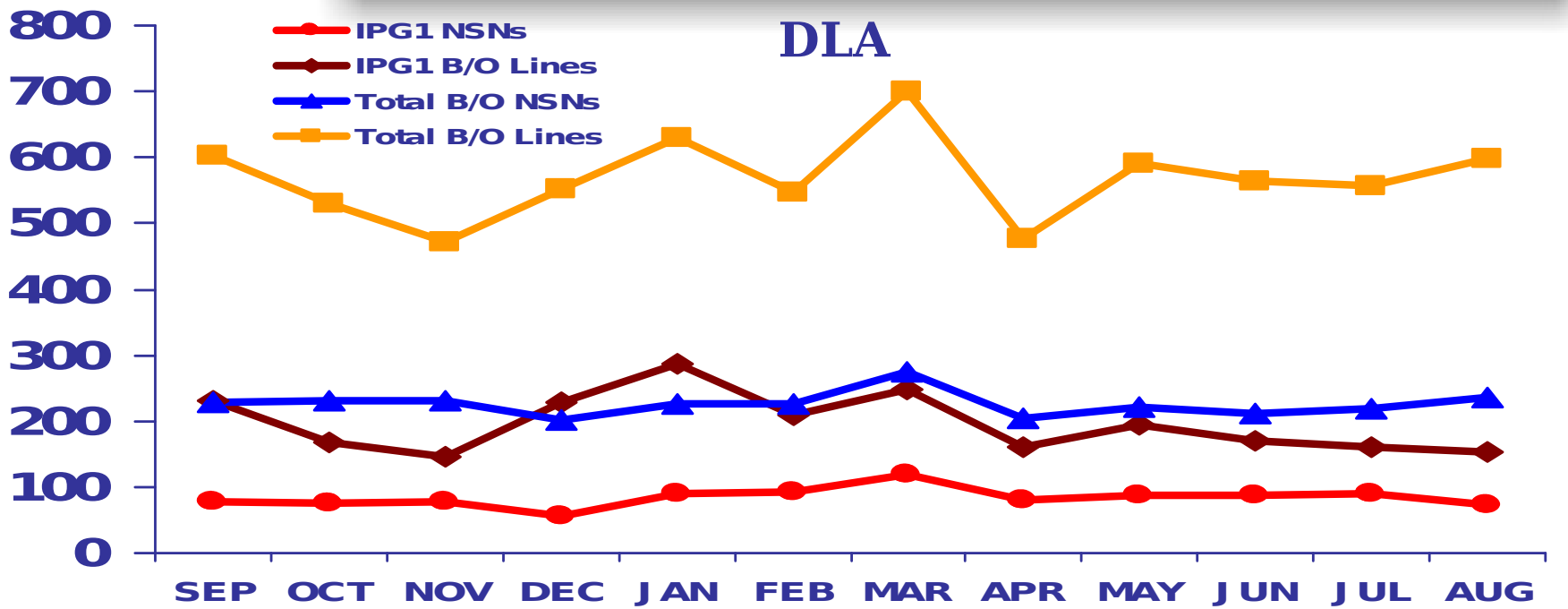
	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
LINES	7	12	5	8	12	8	18	9	17	5	10	11
NSNs	7	11	5	8	10	8	13	9	16	5	9	8

C-17 OPEN MICAP HOURS



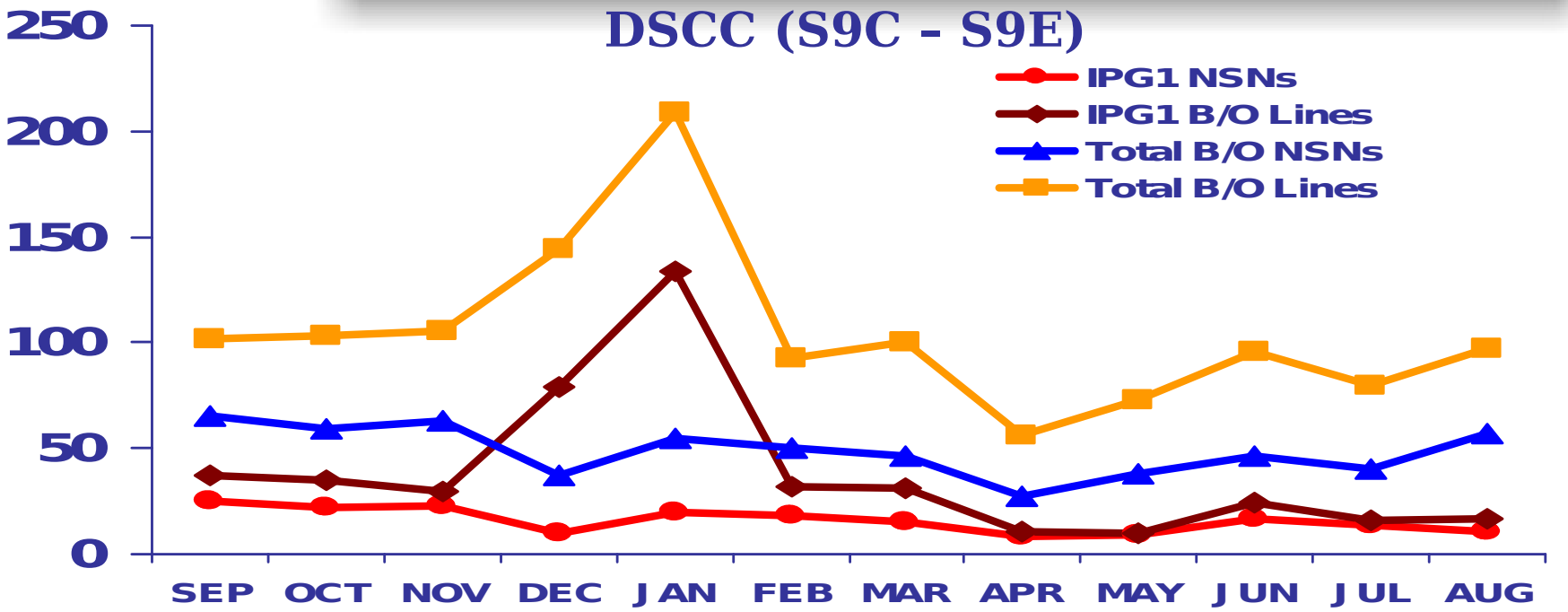
	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
AF	143	235	424	54	421	490	71	4,184	5,355	249	454	465
DLA	1,262	3,143	745	1,214	2,018	2,117	852	1,099	2,905	911	2,417	4,783

C-17 (WSDC - DTF)
IPG1 STOCKED BACKORDERS



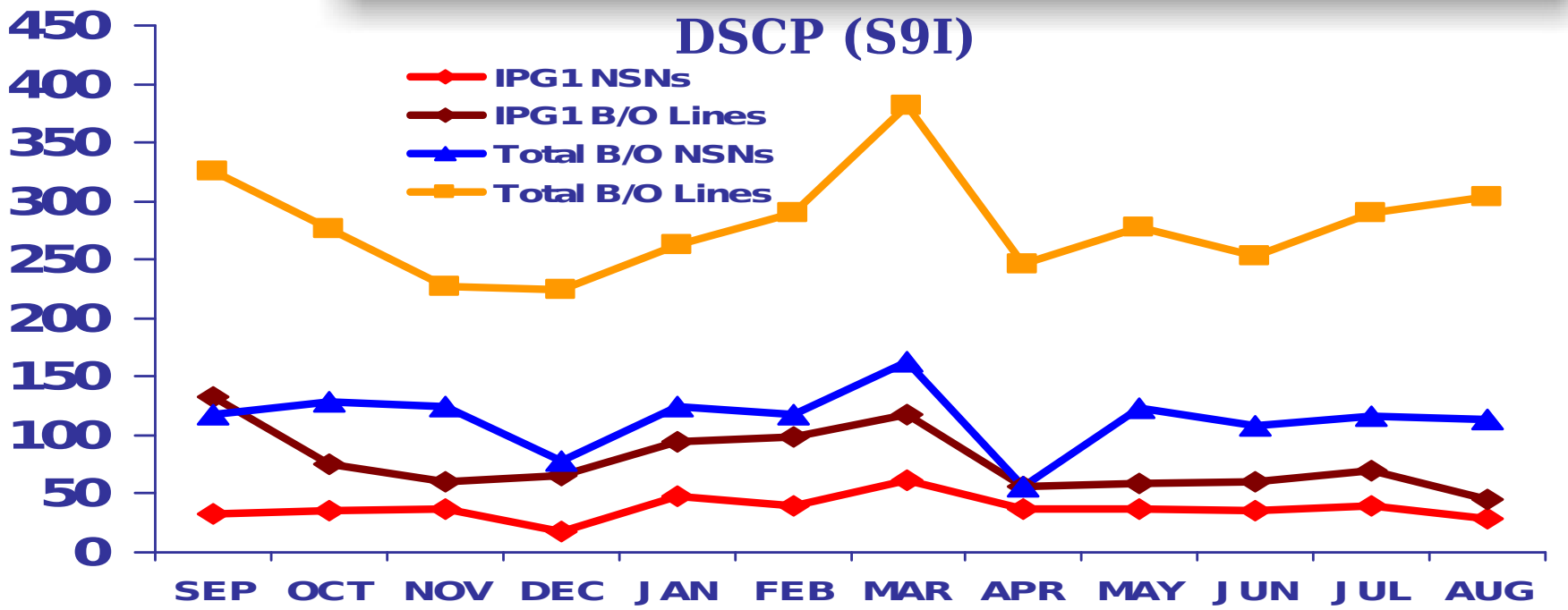
	NSNs	IPG 1 B/O	0-30	31-60	61-90	91-180	180+
Mar-04	120	247	94	34	36	57	26
Apr-04	81	160	46	24	27	38	25
May-04	88	194	52	37	20	59	26
Jun-04	87	169	41	26	25	39	38
Jul-04	90	160	29	35	22	46	28
Aug-04	74	153	51	22	20	39	21

C-17 (WSDC - DTF)
IPG1 STOCKED BACKORDERS



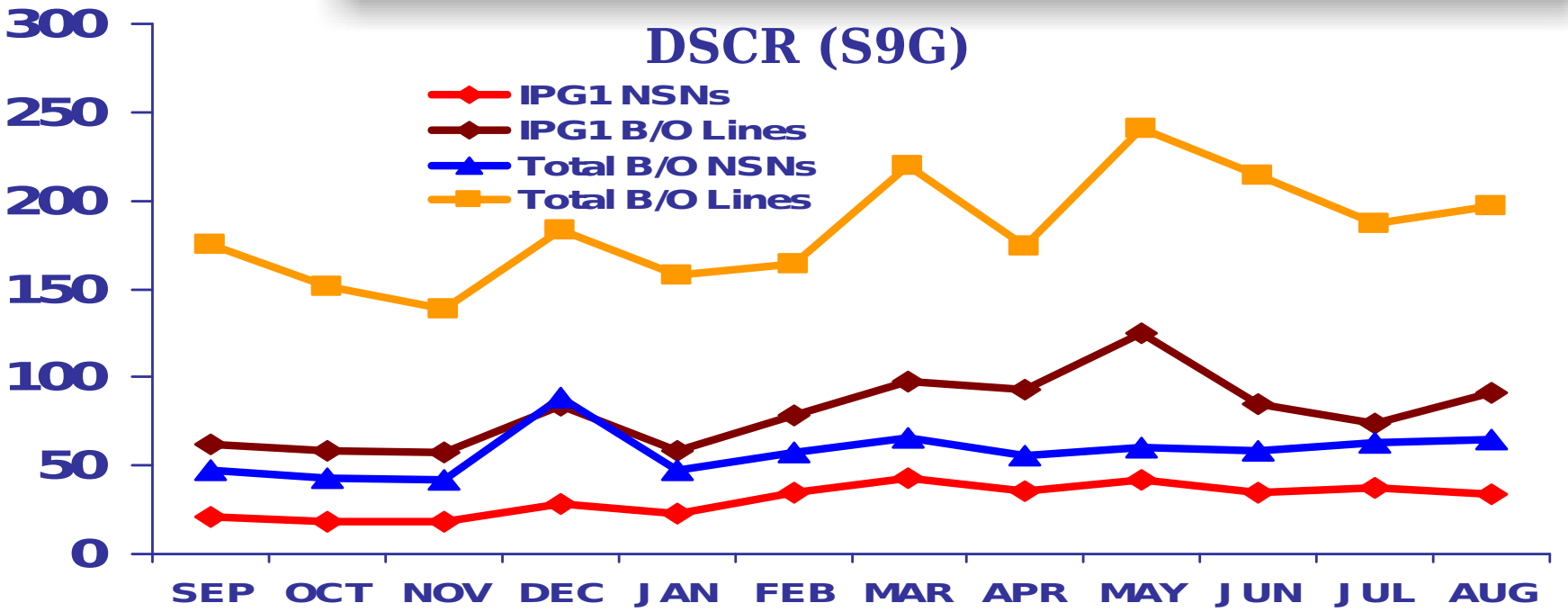
	NSNs	IPG 1 B/O	0-30	31-60	61-90	91-180	180+
Mar-04	15	31	20	4	3	1	3
Apr-04	8	11	7	2	2	0	0
May-04	9	10	3	5	0	2	0
Jun-04	17	24	12	4	6	2	0
Jul-04	14	16	6	5	0	5	0
Aug-04	11	17	6	4	2	3	2

C-17 (WSDC - DTF)
IPG1 STOCKED BACKORDERS



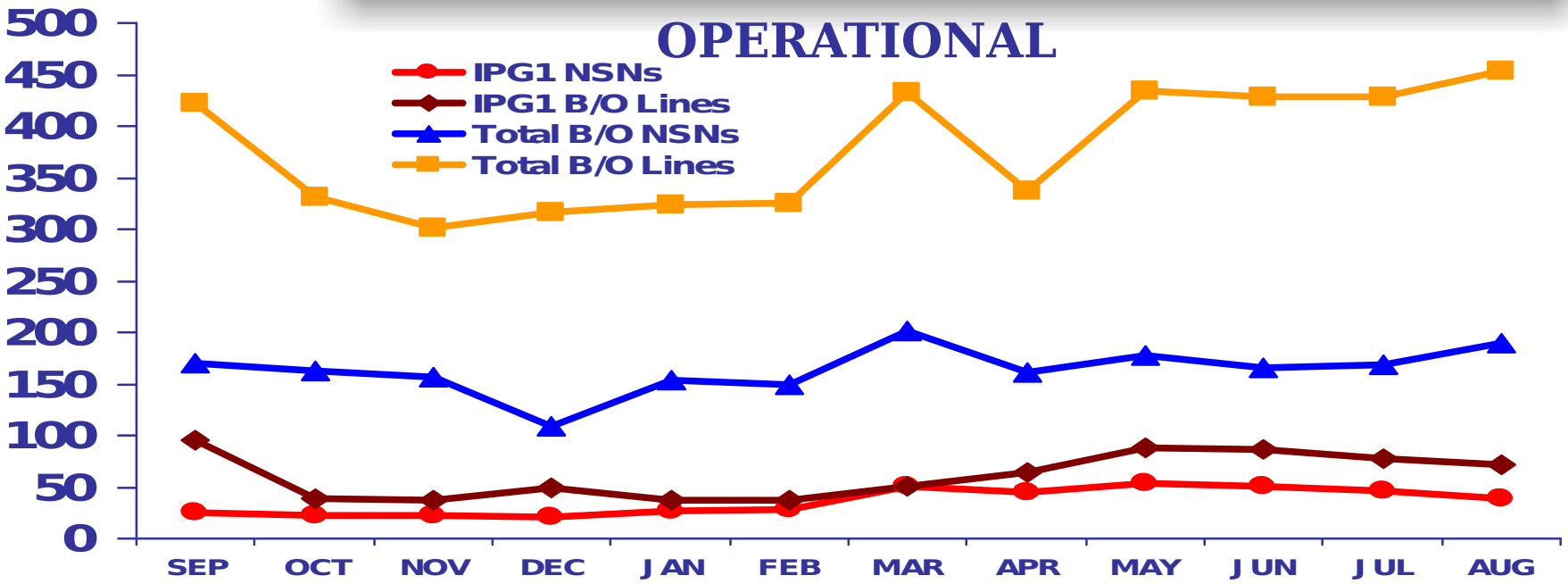
	NSNs	IPG 1 B/O	0-30	31-60	61-90	91-180	180+
Mar-04	62	118	40	11	22	37	8
Apr-04	37	56	12	7	9	18	10
May-04	37	59	12	8	7	21	11
Jun-04	35	60	18	6	4	17	15
Jul-04	39	70	14	21	8	12	15
Aug-04	29	45	6	10	13	8	8

C-17 (WSDC - DTF)
IPG1 STOCKED BACKORDERS



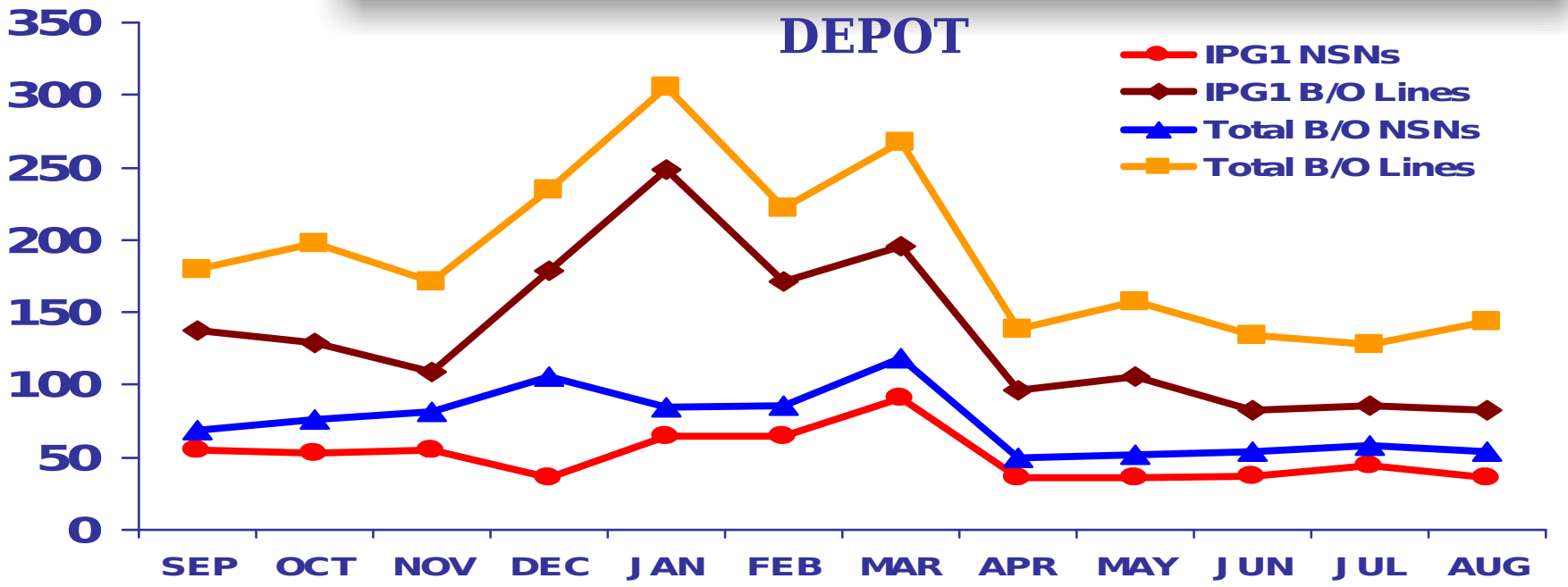
	NSNs	IPG 1 B/O	0-30	31-60	61-90	91-180	180+
Mar-04	43	98	34	19	11	19	15
Apr-04	36	93	27	15	16	20	15
May-04	42	125	37	24	13	36	15
Jun-04	35	85	11	16	15	20	23
Jul-04	37	74	9	9	14	29	13
Aug-04	34	91	39	8	5	28	11

C-17 (WSDC - DTF)
IPG1 STOCKED BACKORDERS



	NSNs	IPG 1 B/O	0-30	31-60	61-90	91-180	180+
Mar-04	51	51	18	13	5	10	5
Apr-04	45	64	21	10	11	19	3
May-04	53	88	29	20	9	26	4
Jun-04	51	87	23	16	16	18	14
Jul-04	46	77	12	15	14	24	12
Aug-04	39	71	24	7	11	23	6

C-17 (WSDC - DTF)
IPG1 STOCKED BACKORDERS

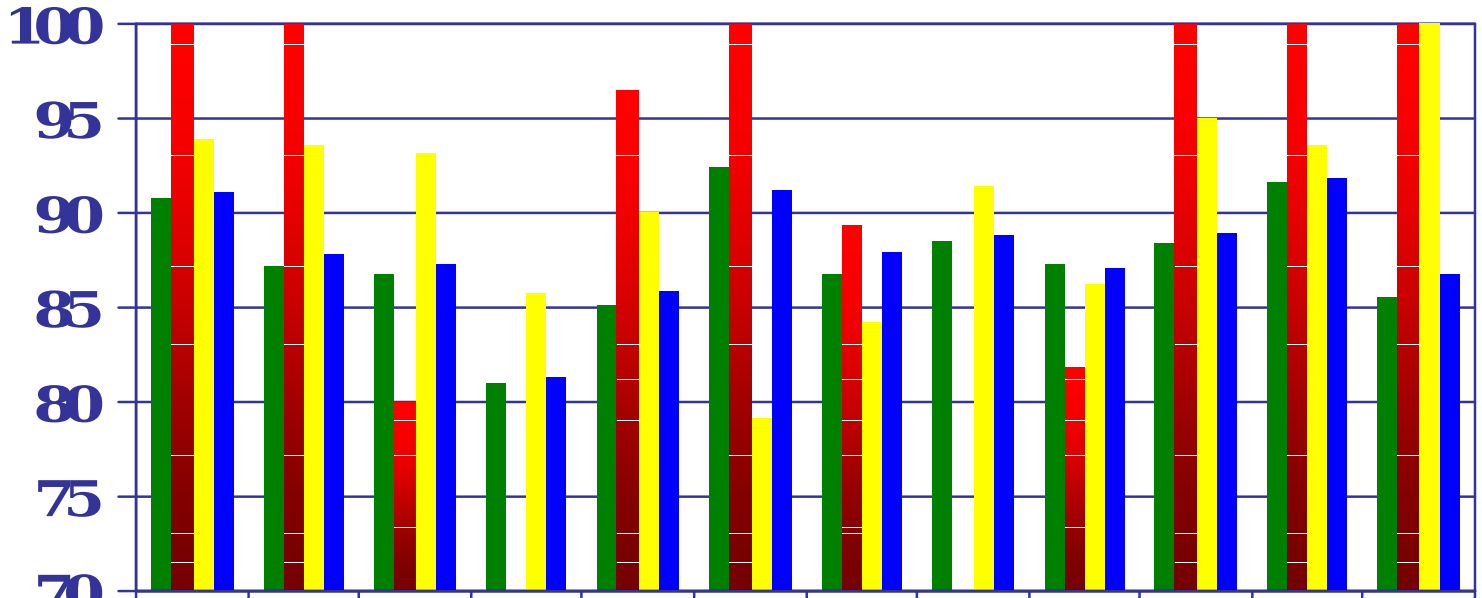


	NSNs	IPG 1 B/O	0-30	31-60	61-90	91-180	180+
Mar-04	91	196	76	21	31	47	21
Apr-04	36	96	25	14	16	19	22
May-04	36	106	23	17	11	33	22
Jun-04	37	82	18	10	9	21	24
Jul-04	44	83	17	20	8	22	16
Aug-04	36	82	27	15	9	16	15

BACKUP SLIDES

CUSTOMER FOCUSED METRICS
SUPPLY AVAILABILITY

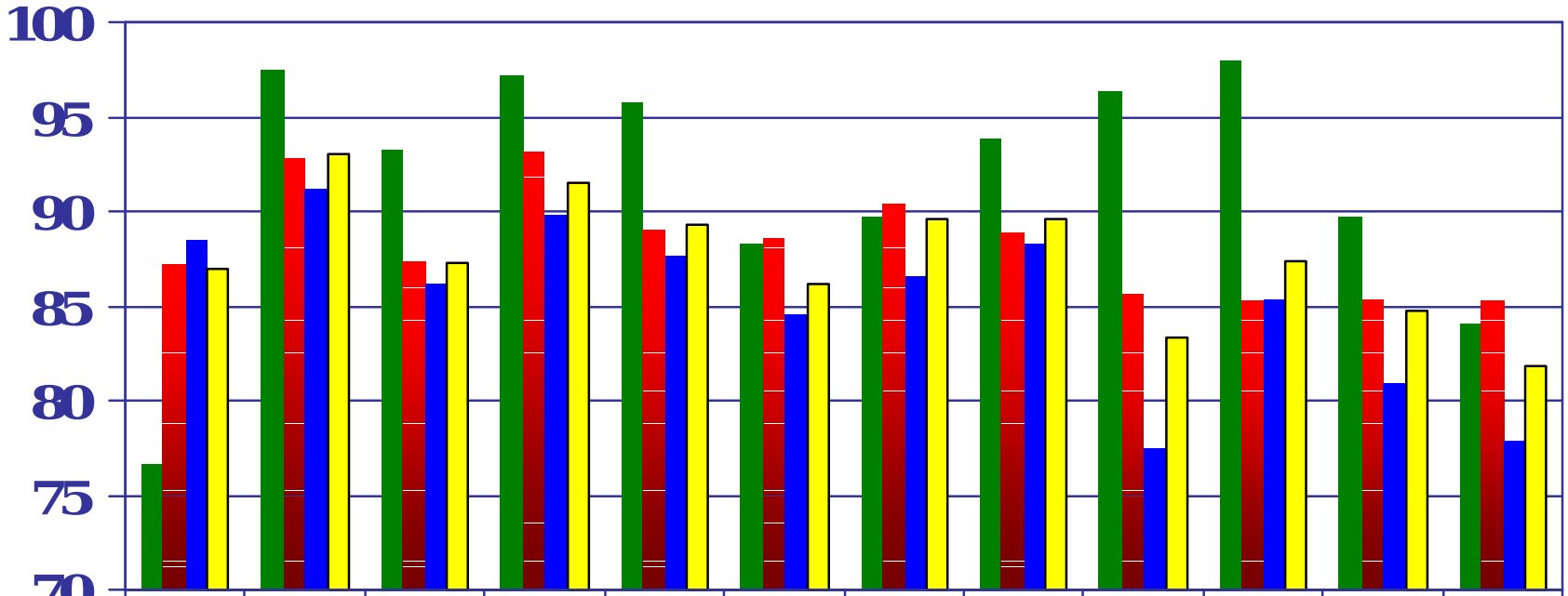
C-17 BY BASE/MAJCOM (AFMC)



	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Warner Robins ALC	90.8	87.2	86.8	81.0	85.1	92.4	86.8	88.4	87.2	88.4	91.7	85.5
Long Beach Production	100	100	80.0	N/A	96.6	100	89.4	N/A	81.8	100	100	100
BASC	93.9	93.6	93.2	85.7	90.0	79.2	84.2	91.4	86.2	95.0	93.6	100
AFMC	91.1	87.8	87.2	81.3	85.8	91.2	87.9	88.8	87.1	88.9	91.9	86.7

CUSTOMER FOCUSED METRICS
SUPPLY AVAILABILITY

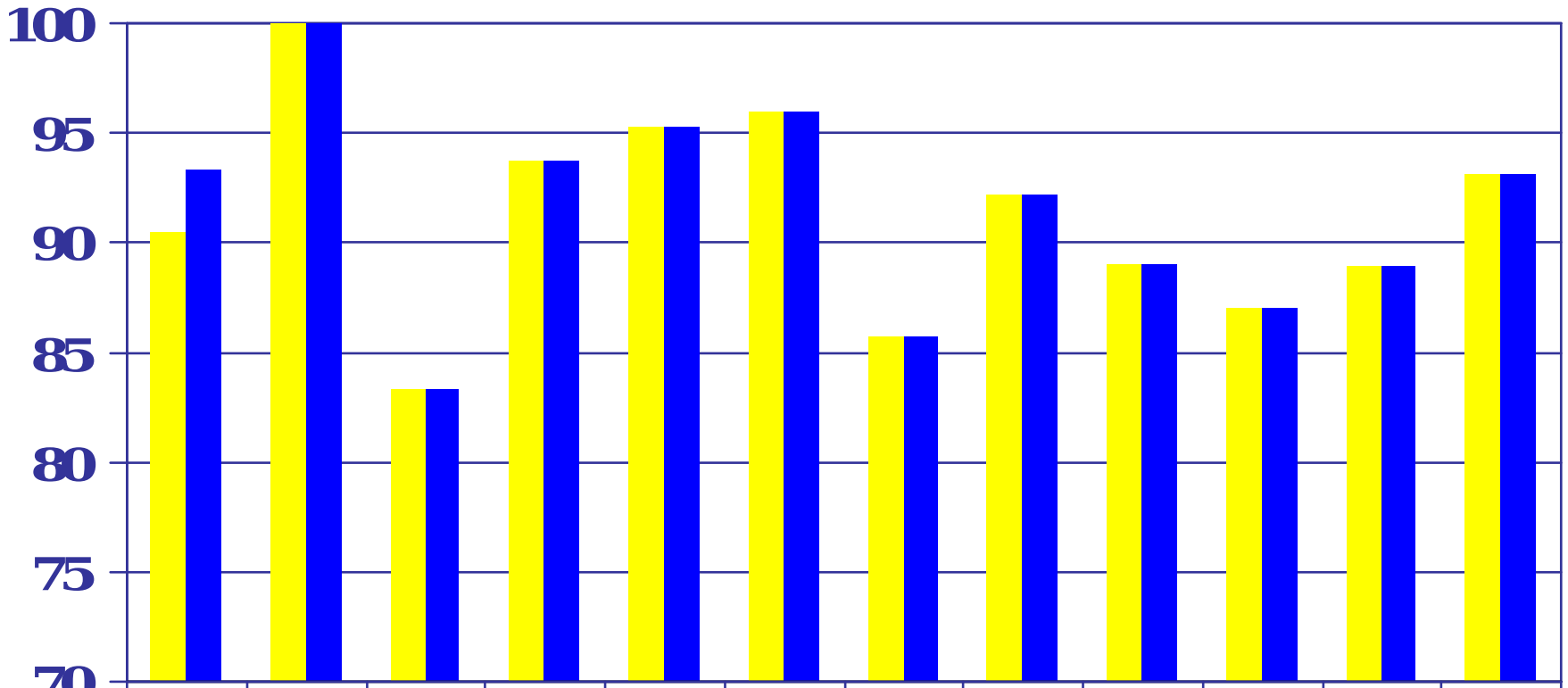
C-17 BY BASE/MAJCOM (AMC)



	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
McGuire	76.7	97.5	93.2	97.2	95.8	88.2	89.7	93.9	96.4	98.0	89.7	84.0
McChord	87.2	92.8	87.3	93.2	89.0	88.6	90.4	88.9	85.7	85.3	85.4	85.3
Charleston	88.5	91.2	86.2	89.8	87.7	84.5	86.6	88.3	77.4	85.3	80.9	77.9
AMC	86.9	93.1	87.3	91.5	89.3	86.2	89.6	89.6	83.3	87.4	84.7	81.8

CUSTOMER FOCUSED METRICS
SUPPLY AVAILABILITY

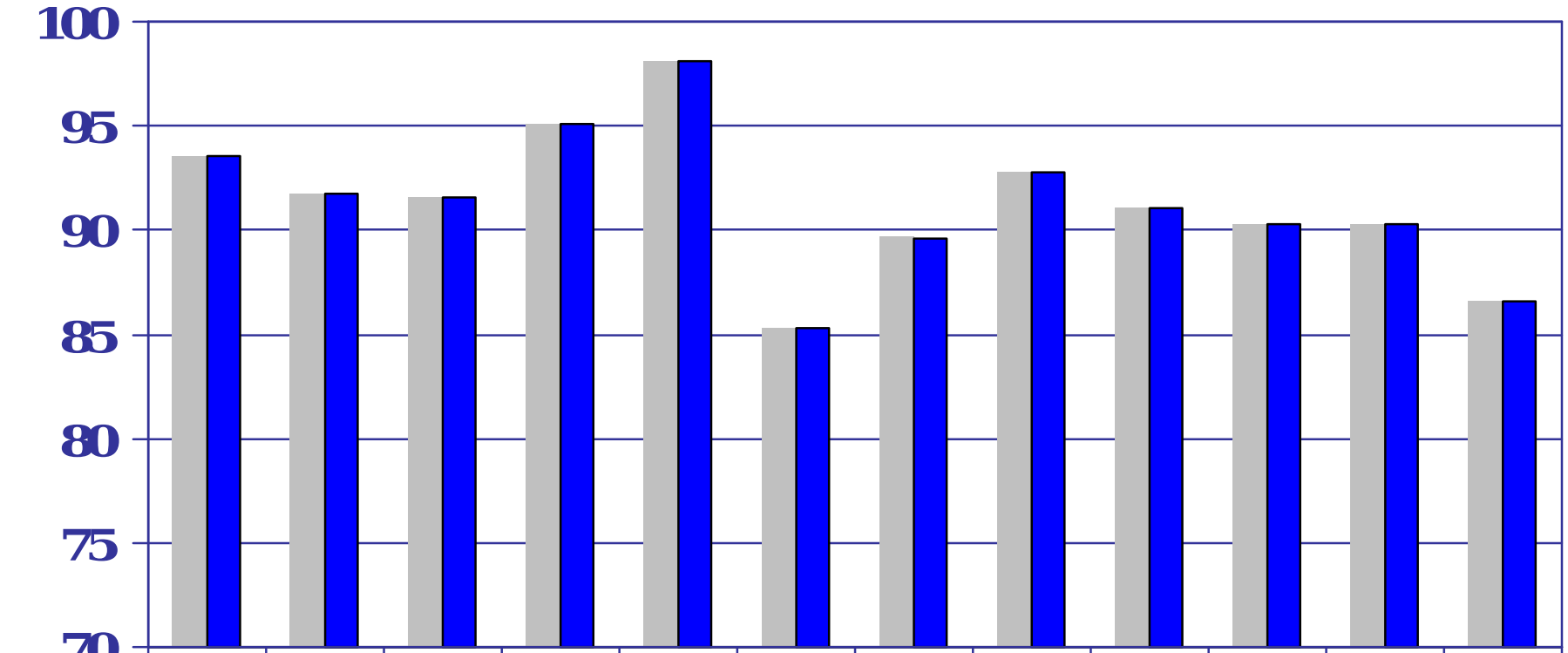
C-17 BY BASE/MAJCOM (ANG)



	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Jackson	90.5	100	83.3	93.8	95.2	96.0	85.7	92.2	89.0	87.1	88.9	93.2
ANG	93.3	100	83.3	93.8	95.2	96.0	85.7	92.2	89.0	87.1	88.9	93.2

CUSTOMER FOCUSED METRICS
SUPPLY AVAILABILITY

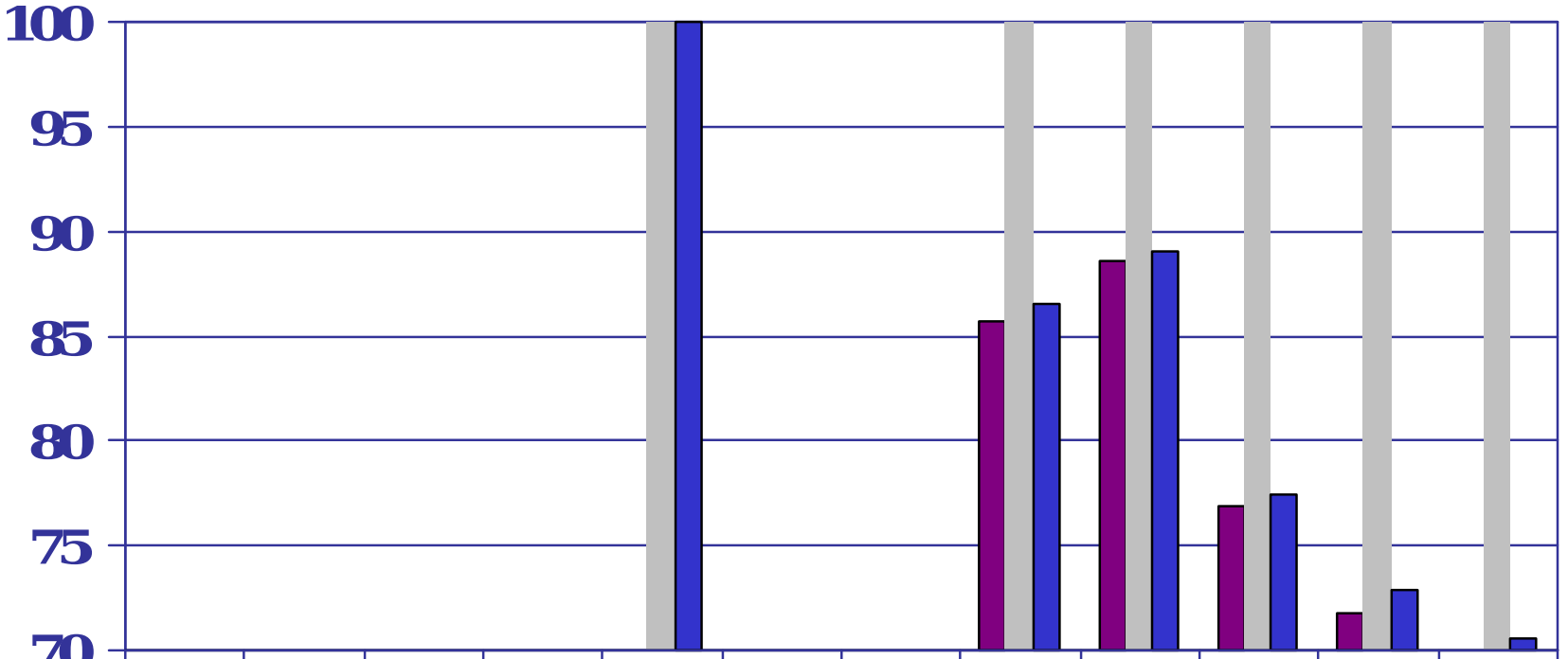
C-17 BY BASE/MAJCOM (AETC)



	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Altus	93.6	91.8	91.6	95.1	98.1	85.3	89.7	92.7	91.0	90.3	90.3	86.6
AETC	93.6	91.8	91.6	95.1	98.1	85.3	89.6	92.7	91.0	90.3	90.3	86.6

CUSTOMER FOCUSED METRICS
SUPPLY AVAILABILITY

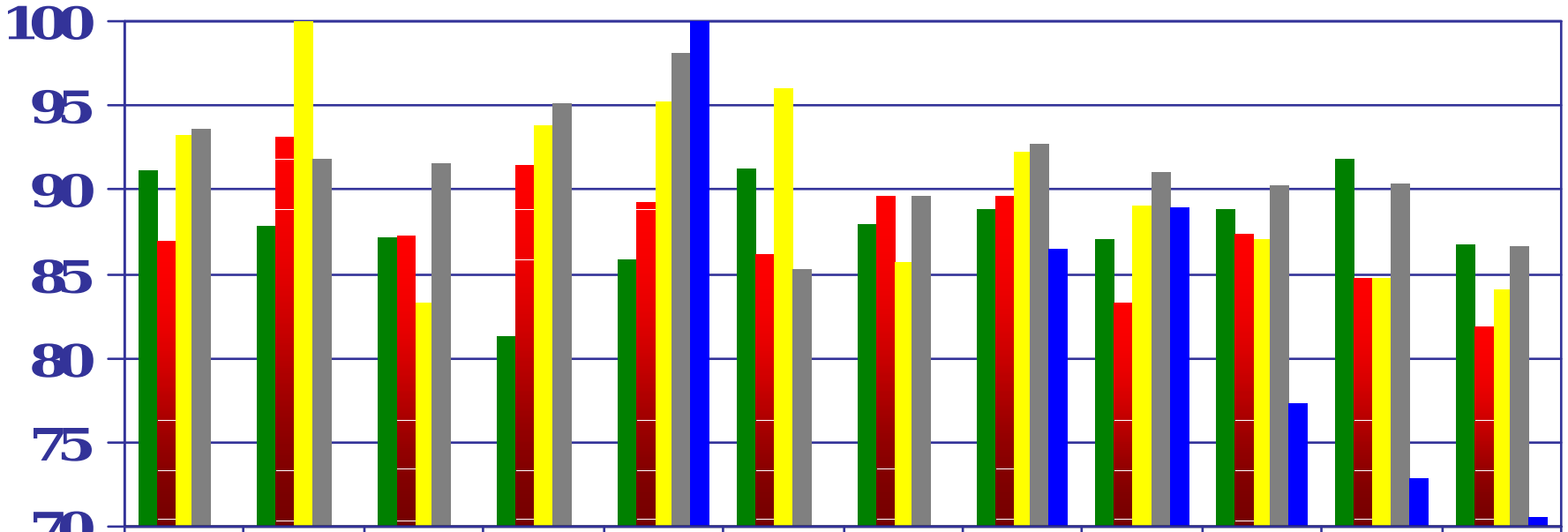
C-17 BY BASE/MAJCOM (FMS)



	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
DUKF5V	N/A	N/A	N/A	N/A	N/A	N/A	69.7	85.7	88.6	76.9	71.7	69.7
DUKF54	N/A	N/A	N/A	N/A	100	N/A	N/A	100	100	100	100	100
Brize Norton	N/A	N/A	N/A	N/A	100	N/A	69.7	86.5	89	77.4	72.9	70.6

CUSTOMER FOCUSED METRICS
SUPPLY AVAILABILITY

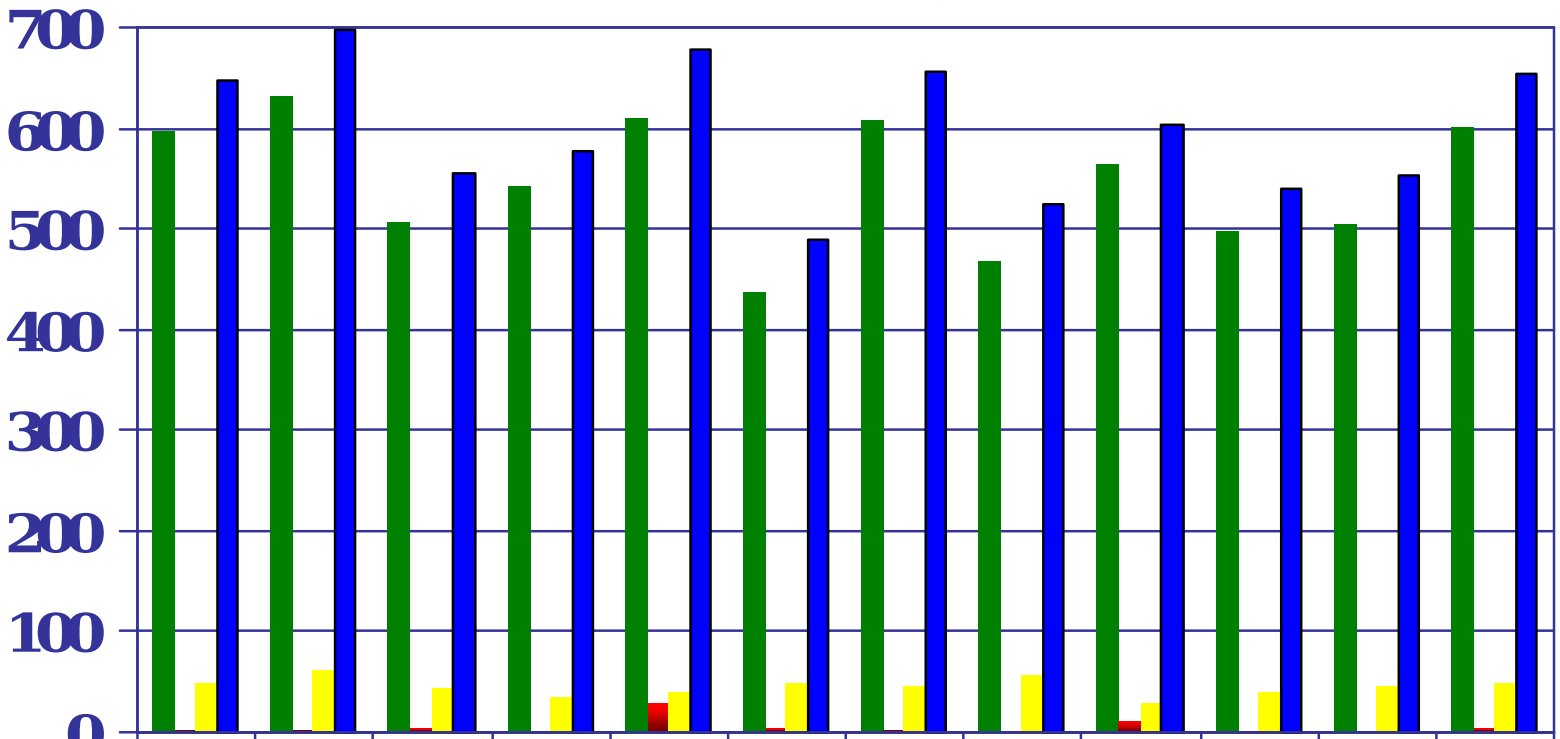
C-17 BY MAJCOM



	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
AFMC	91.1	87.8	87.2	81.3	85.8	91.2	87.9	88.8	87.1	88.9	91.9	86.7
AMC	86.9	93.1	87.3	91.5	89.3	86.2	89.6	89.6	83.3	87.4	84.7	81.8
ANG	93.3	100.0	83.3	93.8	95.2	96.0	85.7	92.2	89.0	87.1	84.7	84.0
AETC	93.6	91.8	91.6	95.1	98.1	85.3	89.6	92.7	91.0	90.3	90.3	86.6
FMS	N/A	N/A	N/A	N/A	100	N/A	69.7	86.5	88.9	77.4	72.9	70.6

CUSTOMER FOCUSED METRICS DEMAND PATTERN

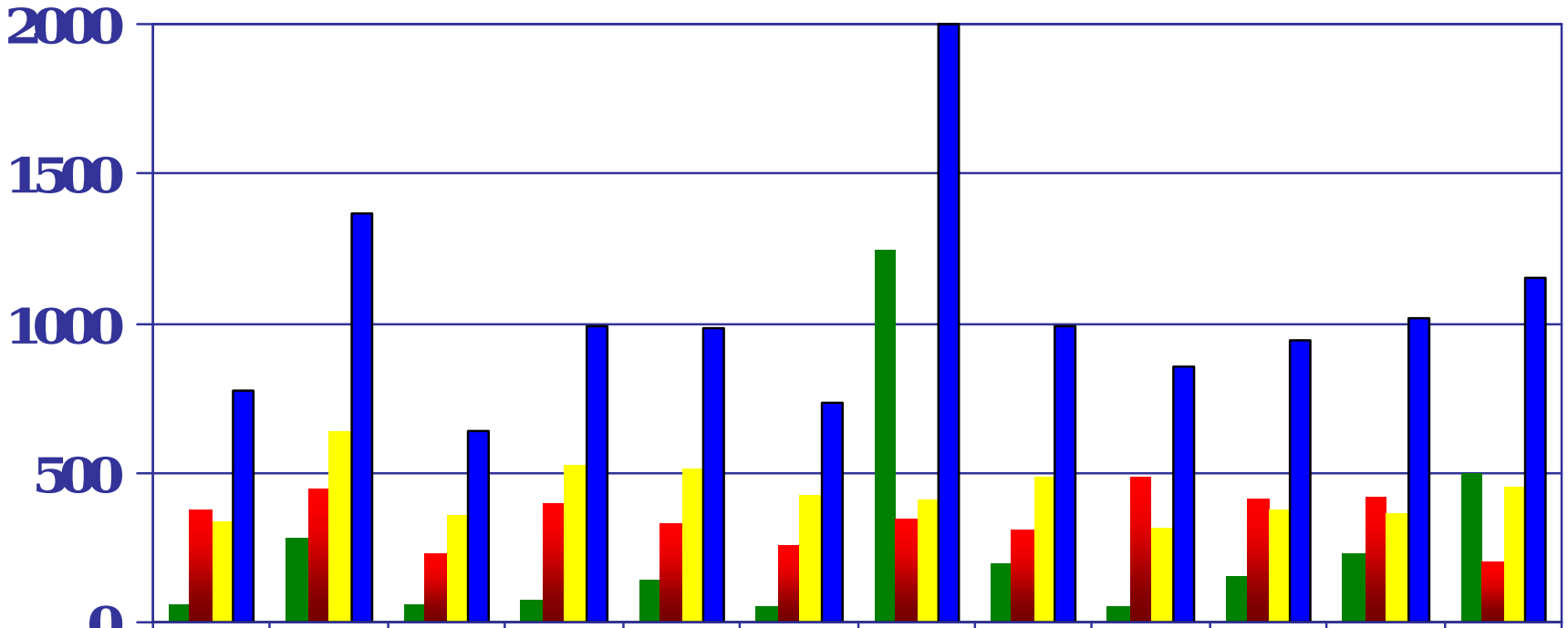
C-17 BY BASE/MAJCOM (AFMC)



	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Warner Robins ALC	596	632	507	542	609	436	607	467	564	498	504	601
Long Beach Production	3	3	5	N/A	29	5	3	N/A	11	1	1	5
BASC	49	62	44	35	40	48	47	58	29	40	47	49
AFMC	648	697	556	577	678	489	657	525	604	539	552	655

CUSTOMER FOCUSED METRICS DEMAND PATTERN

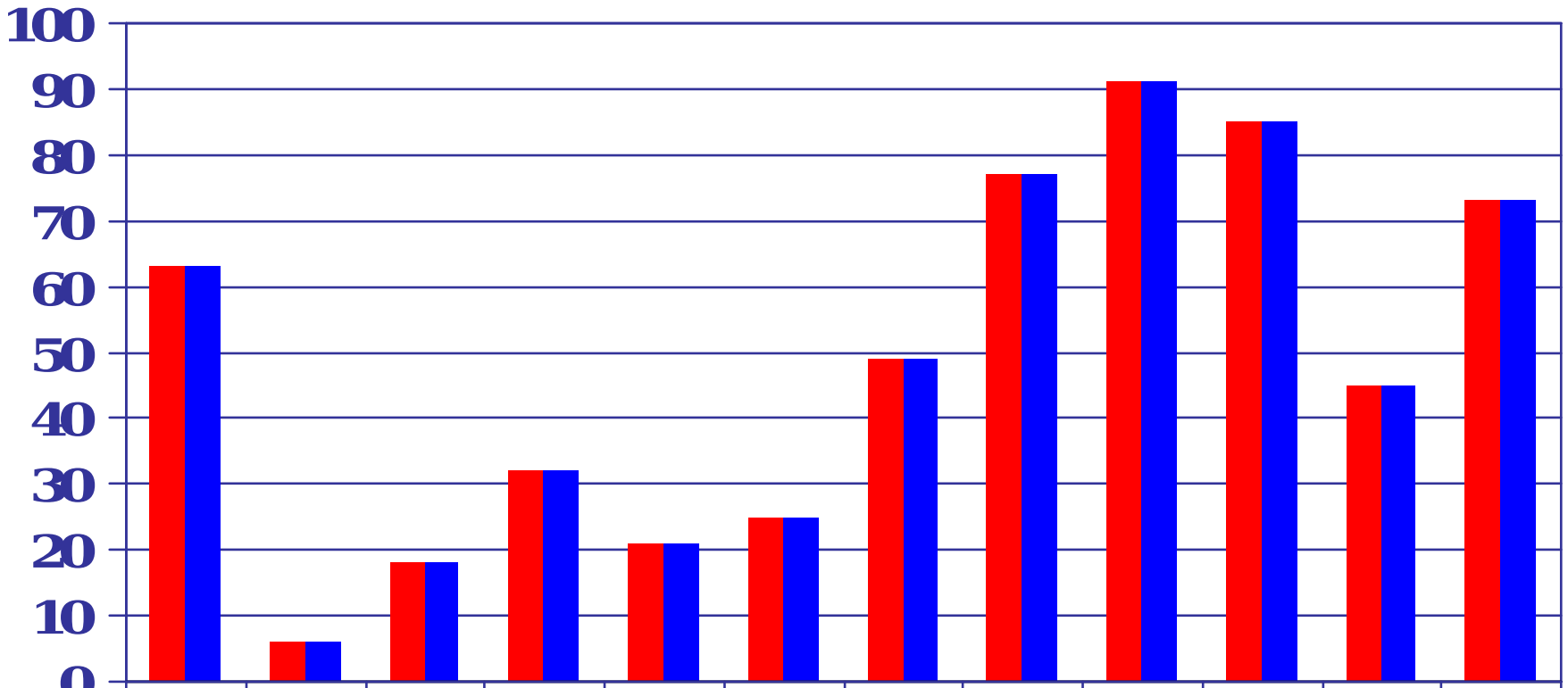
C-17 BY BASE/MAJCOM (AMC)



	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
McGuire	60	280	59	71	143	51	1,244	196	55	152	232	495
McChord	374	447	229	395	328	254	344	307	482	414	417	204
Charleston	339	639	355	524	512	426	414	488	319	375	367	452
AMC	773	1,366	643	990	983	731	2,002	991	856	941	1,016	1,151

CUSTOMER FOCUSED METRICS DEMAND PATTERN

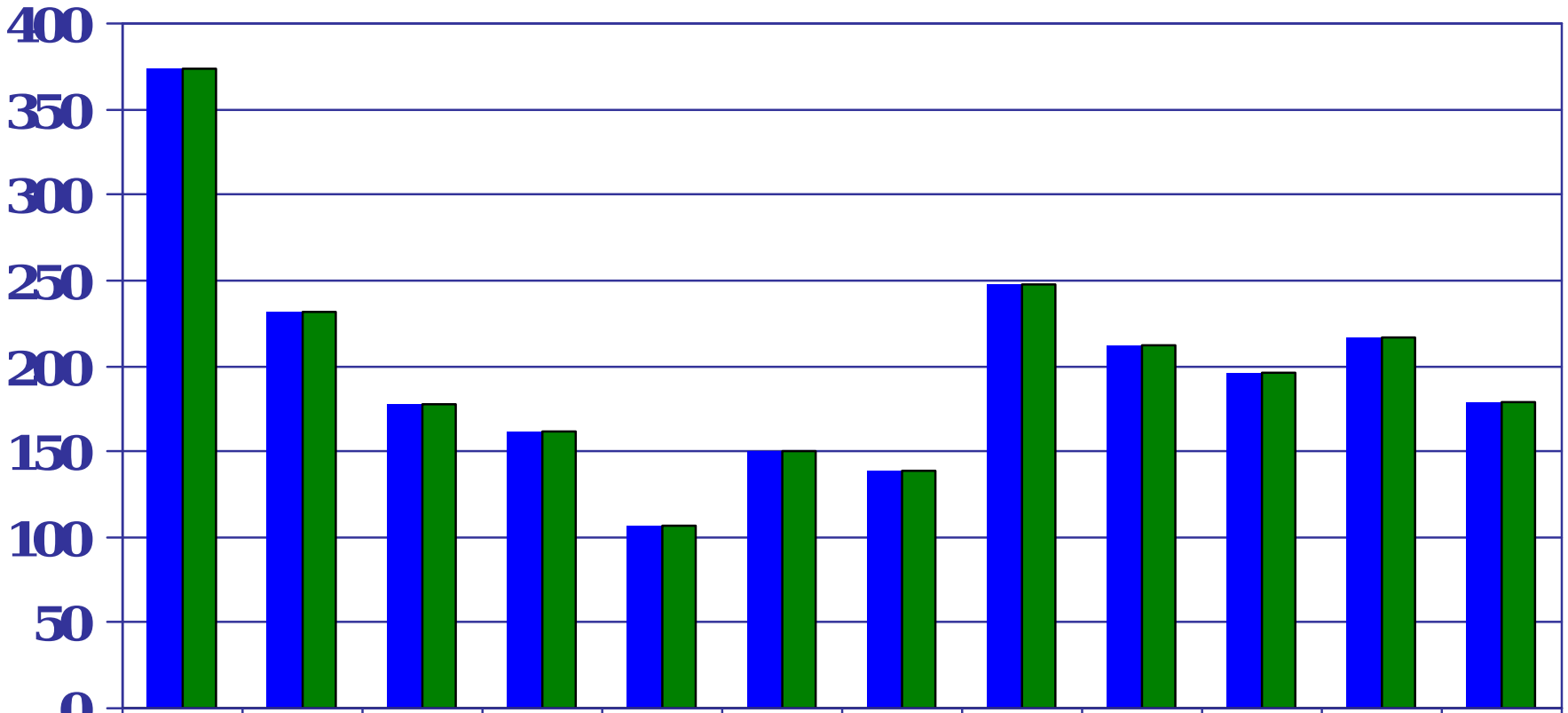
C-17 BY BASE/MAJCOM (ANG)



	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Jackson	63	6	18	32	21	25	49	77	91	85	45	73
ANG	63	6	18	32	21	25	49	77	91	85	45	73

CUSTOMER FOCUSED METRICS DEMAND PATTERN

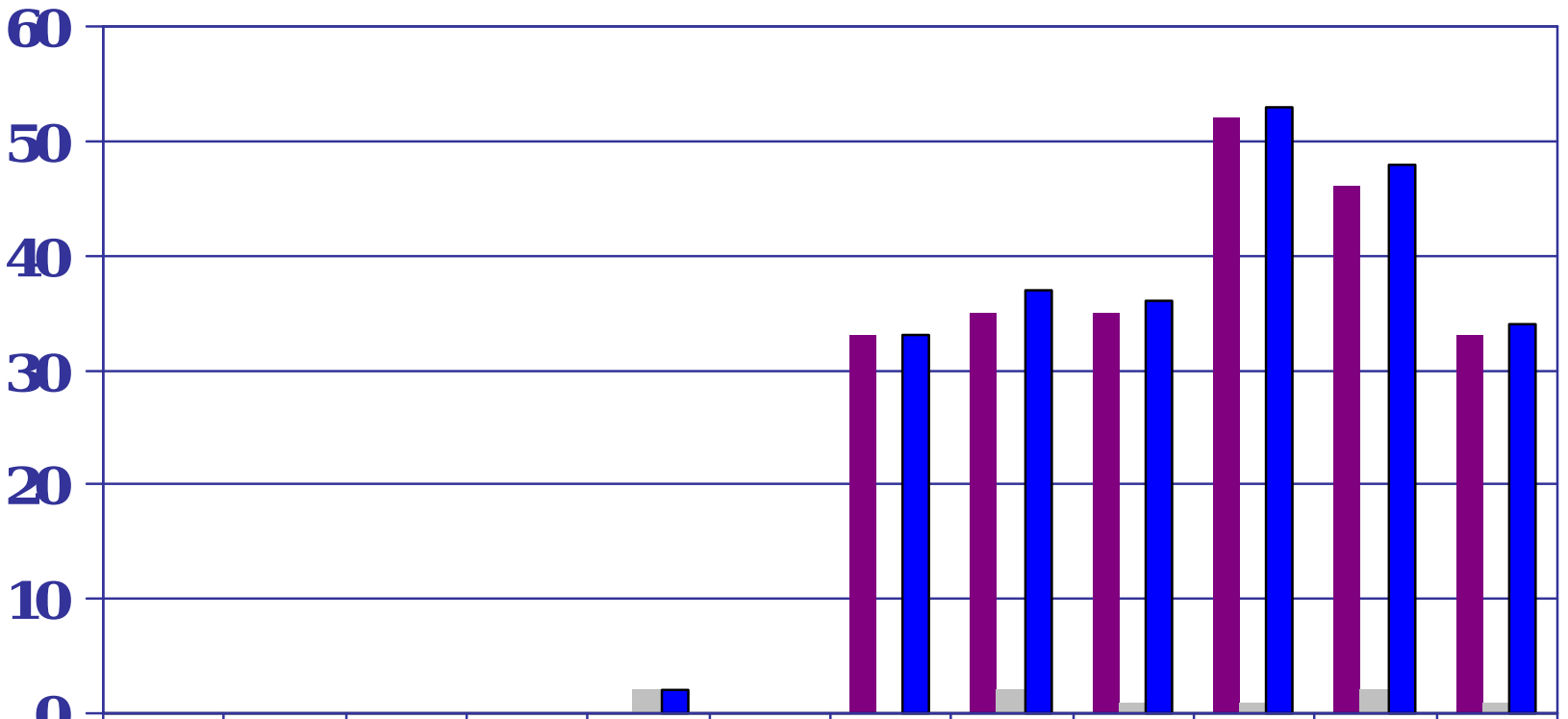
C-17 BY BASE/MAJCOM (AETC)



	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Altus	374	231	178	162	107	150	139	248	212	196	217	179
AETC	374	231	178	162	107	150	139	248	212	196	217	179

CUSTOMER FOCUSED METRICS DEMAND PATTERN

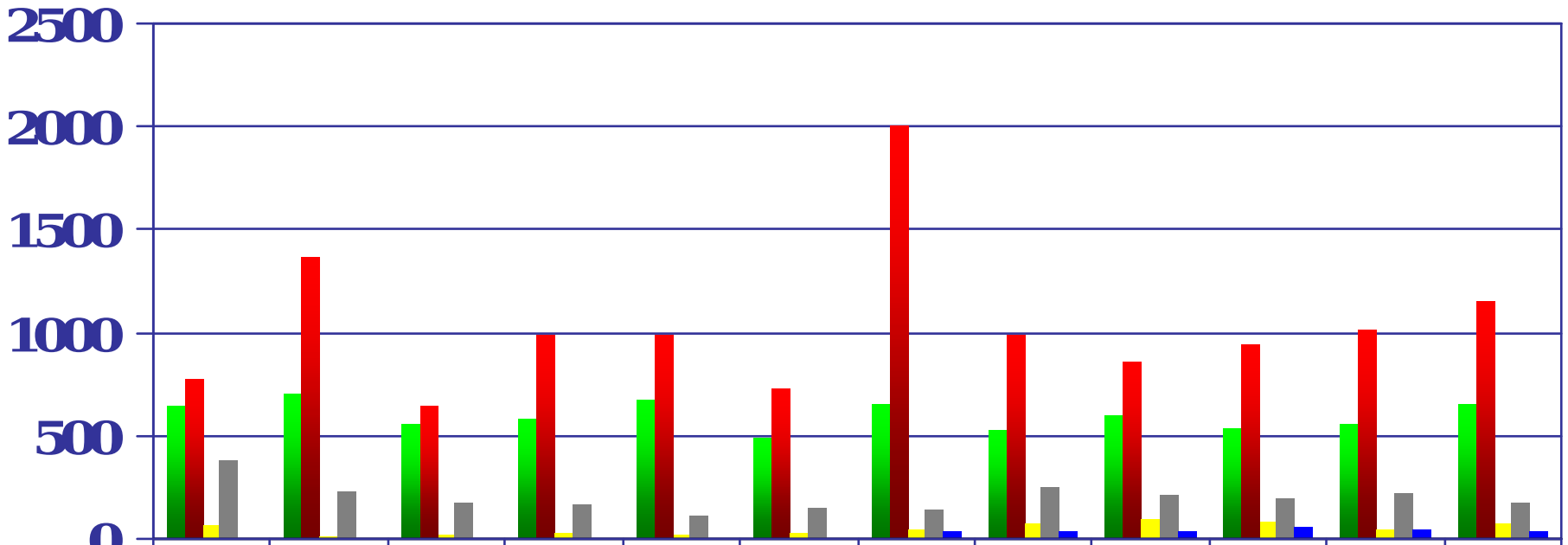
C-17 BY BASE/MAJCOM (FMS)



	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
DUKF5V	N/A	N/A	N/A	N/A	N/A	N/A	33	35	35	52	46	33
DUKF54	N/A	N/A	N/A	N/A	2	N/A	N/A	2	1	1	2	1
Brize Norton	N/A	N/A	N/A	N/A	2	N/A	33	37	36	53	48	34

CUSTOMER FOCUSED METRICS DEMAND PATTERN

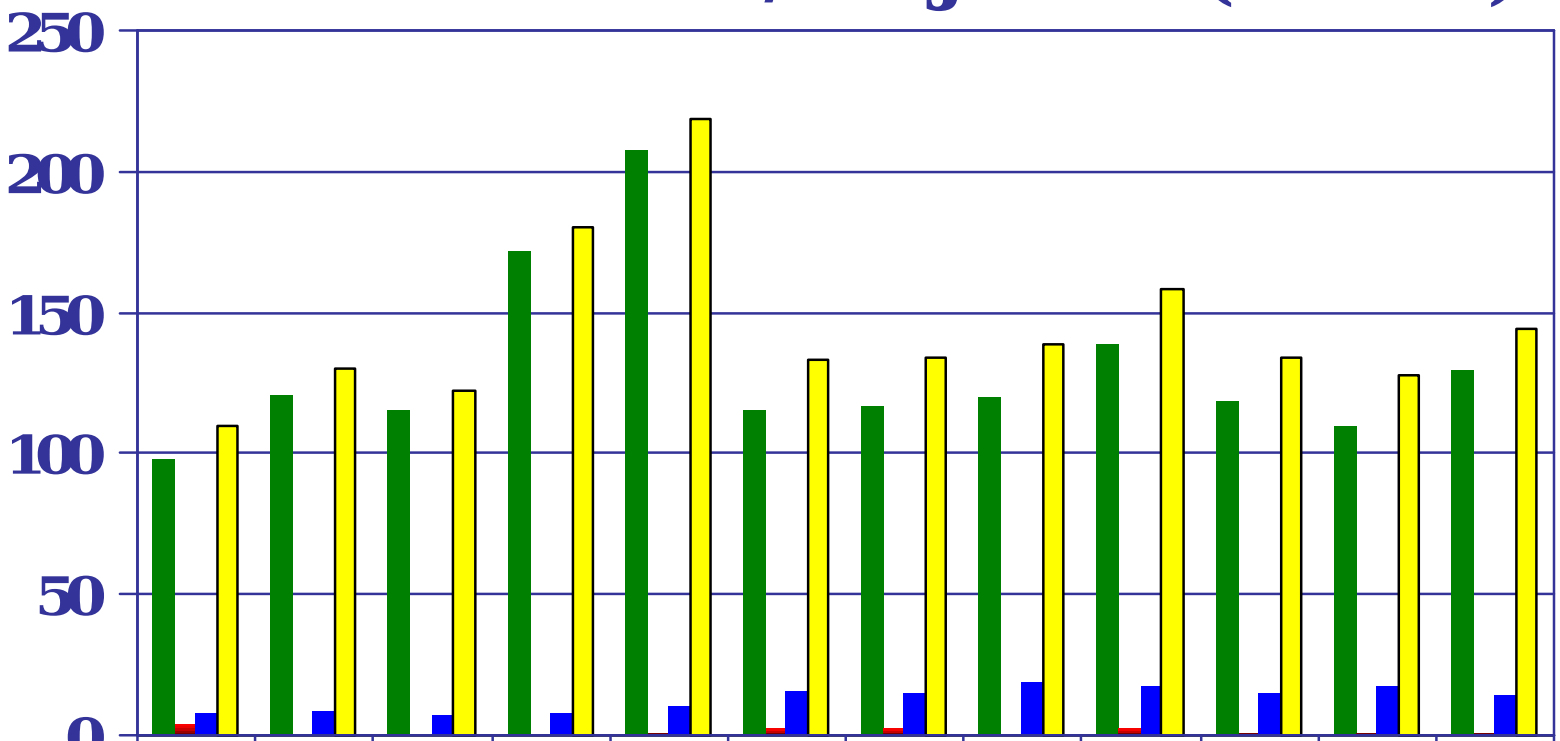
C-17 BY MAJCOM



	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
AFMC	648	697	556	577	678	489	657	525	604	539	552	655
AMC	773	1,366	643	990	983	731	2,002	991	856	941	1,016	1,151
ANG	63	6	18	32	21	25	49	77	91	85	45	73
AETC	374	231	178	162	107	150	139	248	212	196	217	179
FMS	N/A	N/A	N/A	N/A	2	N/A	33	37	36	53	48	34

CUSTOMER FOCUSED METRICS BACKORDERS

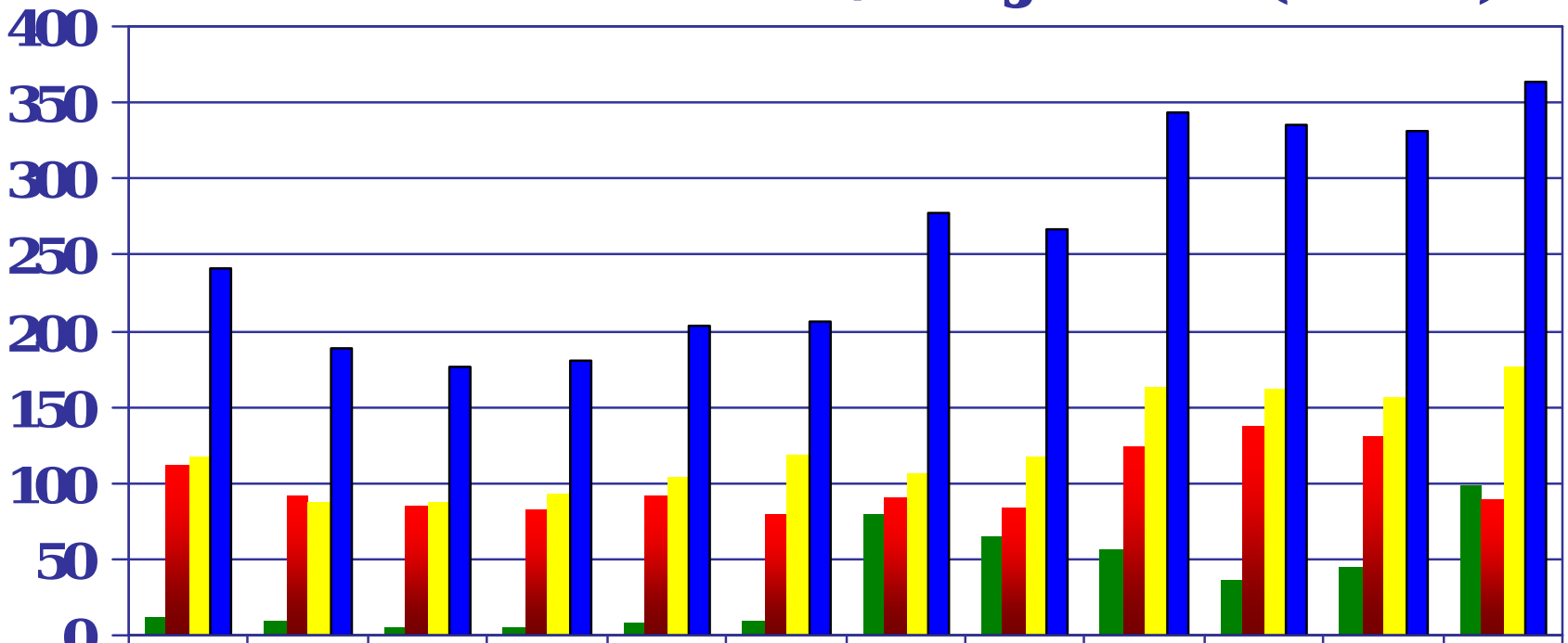
C-17 BY BASE/MAJCOM (AFMC)



	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Warner Robins ALC	98	121	115	172	208	115	117	120	139	118	110	129
Long Beach Production	4	0	0	N/A	1	2	2	N/A	2	1	1	1
BASC	8	9	7	8	10	16	15	19	17	15	17	14
AFMC	110	130	122	180	219	133	134	139	158	134	128	144

CUSTOMER FOCUSED METRICS BACKORDERS

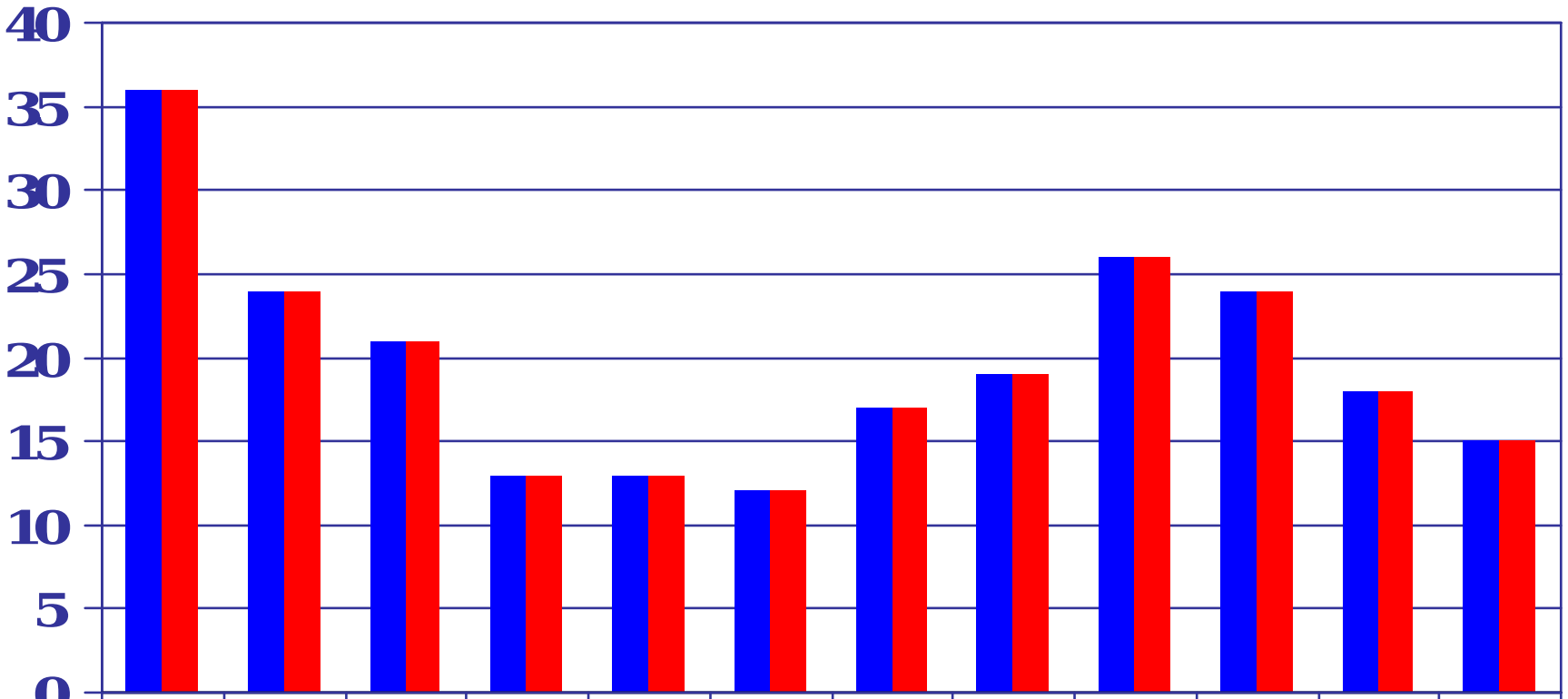
C-17 BY BASE/MAJCOM (AMC)



	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
McGuire	12	9	5	5	8	9	80	65	56	37	45	98
McChord	112	91	85	82	91	79	90	84	124	137	130	89
Charleston	117	88	87	93	104	118	107	117	163	161	156	176
AMC	241	188	177	180	203	206	277	266	343	335	331	363

CUSTOMER FOCUSED METRICS BACKORDERS

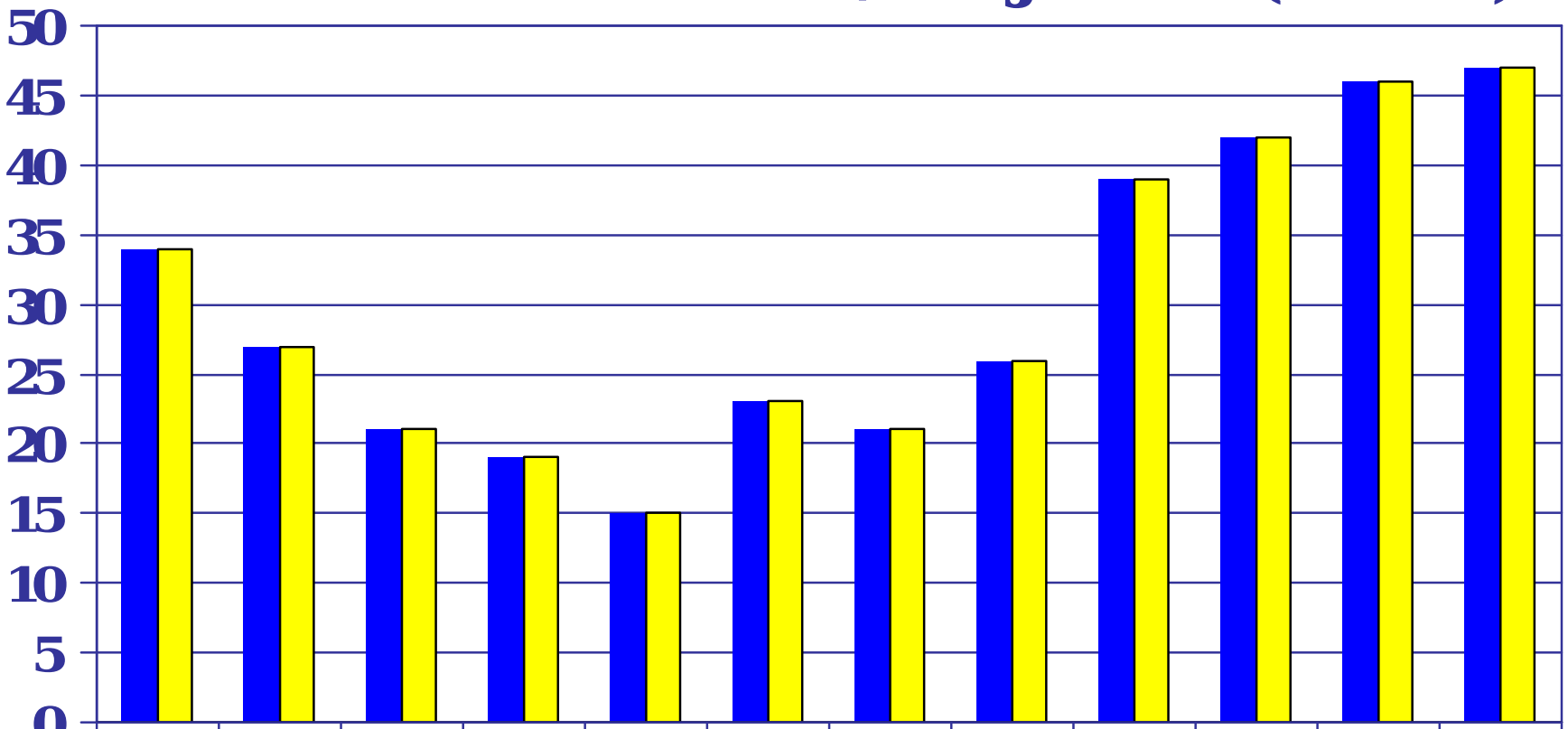
C-17 BY BASE/MAJCOM (ANG)



	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Jackson	36	24	21	13	13	12	17	19	26	24	18	15
ANG	36	24	21	13	13	12	17	19	26	24	18	15

CUSTOMER FOCUSED METRICS BACKORDERS

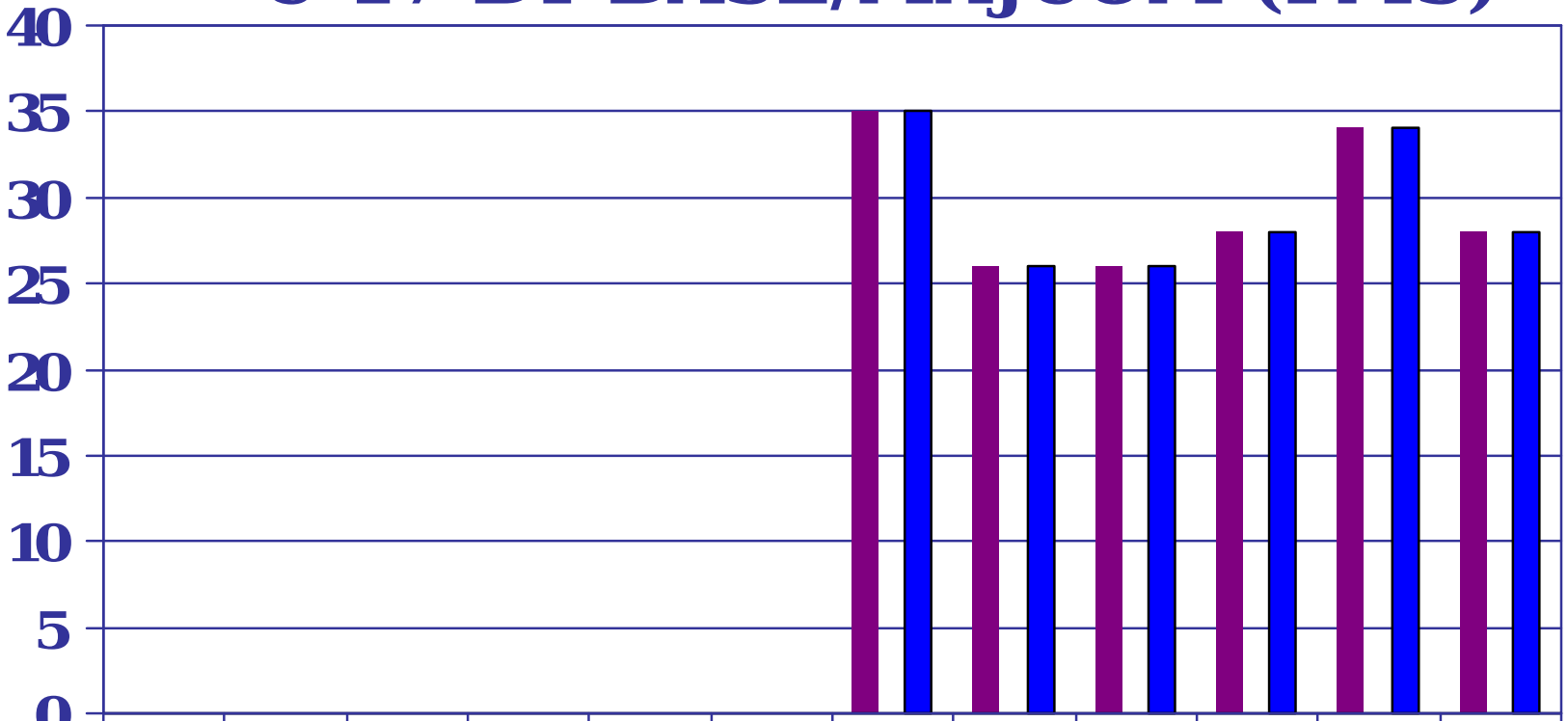
C-17 BY BASE/MAJCOM (AETC)



	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Altus	34	27	21	19	15	23	21	26	39	42	46	47
AETC	34	27	21	19	15	23	21	26	39	42	46	47

CUSTOMER FOCUSED METRICS BACKORDERS

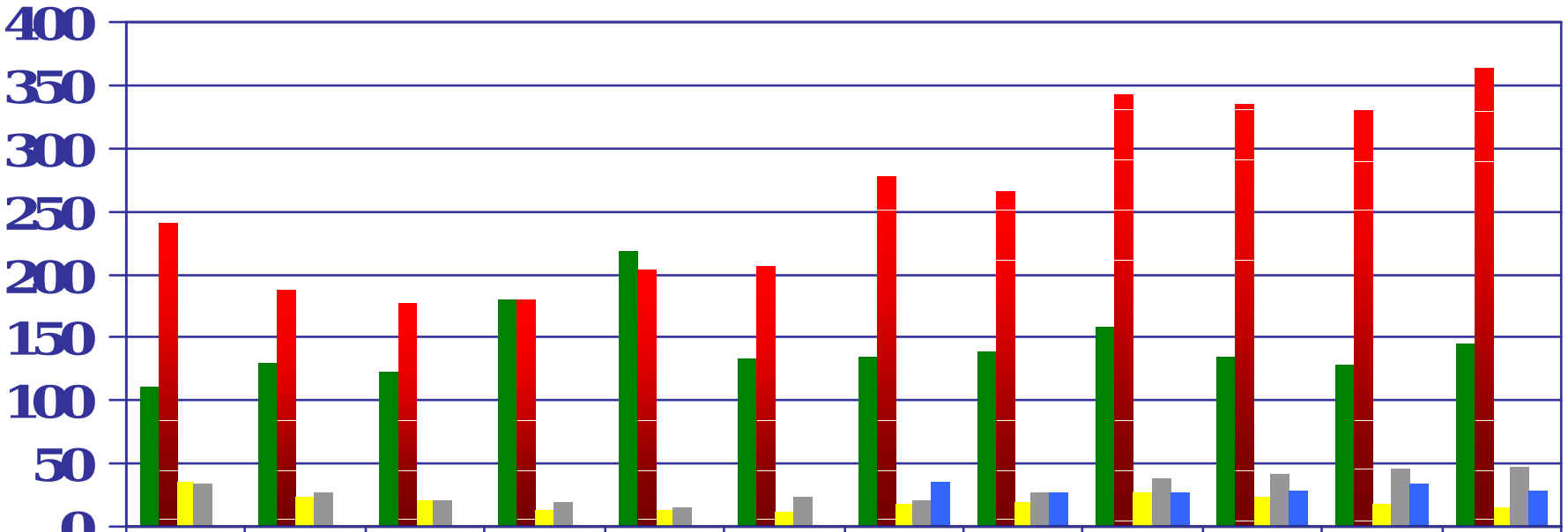
C-17 BY BASE/MAJCOM (FMS)



	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
DUKF5V	N/A	N/A	N/A	N/A	N/A	N/A	35	26	26	28	34	28
DUKF54	N/A	N/A	N/A	N/A	0	N/A	0	0	0	0	0	0
Brize Norton	N/A	N/A	N/A	N/A	0	N/A	35	26	26	28	34	28

CUSTOMER FOCUSED METRICS BACKORDERS

C-17 BY MAJCOM



	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
AMFC	110	130	122	180	219	133	134	139	158	134	128	144
AMC	241	188	177	180	203	206	277	266	343	335	331	363
ANG	36	24	21	13	13	12	17	19	26	24	18	15
AETC	34	27	21	19	15	23	21	26	39	42	46	47
FMS	N/A	N/A	N/A	N/A	0	N/A	35	26	26	28	34	28